



2017 STAR Survey Results

St Albans City & District Council

Final Report
January 2018

Project details and acknowledgements	3
Executive Summary	4
Introduction	6
Results	8
1. Core questions	8
2. Other questions	20
3. Benchmarking	47
4. Key driver analysis	48
Areas of improvement.....	50
Appendix A: Survey.....	52
Appendix B: Respondent profile (Unweighted).....	61

Project details and acknowledgements

Title	2017 STAR Survey Results
Client	St Albans
Project number	17115
Client reference	Ryan Mann
Author	Diana Danaila, Hayley D'Souza
Research Manager	Diana Danaila

M·E·L Research

2nd Floor, 1 Ashted Lock, Birmingham Science Park Aston, Birmingham. B7 4AZ

Email: info@melresearch.co.uk

Web: www.melresearch.co.uk

Tel: 0121 604 4664



Executive Summary

Introduction

- The STAR survey aimed to find out how satisfied tenants were with their home and associated services provided, as well as gain an understanding of their views
- There were a total of 723 responses, producing overall response rate of 21%, based on the total stock size
- Overall, results are therefore accurate to $\pm 3.37\%$ at the 95% confidence level

Core questions

- 84% are satisfied with the overall service provided by St. Albans City & District Council Housing Service.
- 83% report satisfaction with the overall quality of their home.
- 87% report being satisfied with their neighbourhood as a place to live.
- 78% report satisfaction with the way repairs and maintenance are dealt with.
- 65% are satisfied that St. Albans City & District Council Housing Service listens to their views and acts upon them.
- 87% are satisfied that their rent provides value for money.
- 74% are satisfied that their service charge provides value for money.

Trends

- Comparison by survey period shows a 2% decrease in satisfaction with the overall service provided by St. Albans City & District Council Housing Service since 2014.
- Comparison by survey period shows a 4% decrease in satisfaction with the overall quality of their home since 2014. This result is statistically significant.
- Comparison by survey period shows that this year's satisfaction with the neighbourhood as a place to live is consistent with the 2014 results.

- Comparison by survey period shows that there is a 3% decrease in satisfaction with the way repairs and maintenance are dealt with compared to 2014. This result is statistically significant.
- There is a 1% increase in satisfaction with the way St. Albans City & District Council Housing Service listens to residents' views and acts upon them compared to 2014.
- Comparison by survey period shows that satisfaction with the value for money of rent has had a increase since 2014 from 82% to 87% (+5%). This result is statistically significant.
- Comparison by survey period shows that satisfaction with the value for money of the service charge has decreased by 1 percent since 2014.

Benchmarking

- In comparison to HouseMark's latest benchmark scores, St Albans' general needs tenants' scores tend to sit around the median (above or below), with the notable exception of satisfaction with the value for money that the rent provides, which is positioned in the top 25% of organisations nationally.

Introduction

Background

M·E·L Research were commissioned to carry out a STAR (Survey of Tenants and Tenants) of the St Albans City & District Council tenants. This survey sought to provide a reliable measure of tenants' satisfaction and identify areas for improvement. A copy of the survey can be found in Appendix A.

Method

Fieldwork was undertaken during the 28th September and 10th November 2017 period. A mailing to 3,500 tenants was sent out. We used a stratified sample by management area. 23 residents were excluded from the sample as they did not fall within a specific management area.

In order to increase the response rate, a reminder was sent to all respondents who had not returned their questionnaire two weeks after the initial mailing. Respondents were also given the option to complete the survey online if they preferred. As Table 1 below shows, an overall response rate of 20.65% was achieved.

Response rate and statistical reliability

HouseMark's STAR guidance states that for housing stock between 1,000 and 10,000 properties the survey results should be accurate to a margin of error of +/-4% (at the 95% confidence level).

There were a total of 723 valid cases. This means that the required quotas were exceeded. The overall response rate was 20.65%, based on St Albans City & District Council's stock size. The overall results are therefore accurate to $\pm 3.37\%$ at the 95% confidence level, therefore exceeding HouseMark's requirements. This means that we can be 95% certain that the overall results are between $\pm 3.37\%$ of the calculated response, so the 'true' response could be 3.37% above or below the figures reported (e.g. a 50% satisfaction rate could in reality lie within the range of 46.63% to 53.37%). However, where base sizes are smaller, for example due to questions being skipped, the confidence interval would be wider and so results should be treated with greater caution.

Table 1 Overall response rate

Year	Overall stock size	Sample size	Responses		Total Response rate	Confidence interval
			Mail	Online/Email		
2017	4900	723	704	19	21%	$\pm 3.37\%$
2014	4900	887	887	–	31%	± 2.98

Notes on analysis

Owing to the rounding of numbers, percentages displayed visually on graphs in the report may not always add up to 100% and may differ slightly when compared with the text. The figures provided in the text should always be used as the authoritative results. Furthermore, percentages on graphical elements within the report may not add up to 100% as they serve to highlight headline results only. For example, the proportion satisfied or dissatisfied may be included, however the proportion that chose 'neither' may not be mentioned.

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or left a question blank, these have been excluded from analysis for that question.

Sub-group analysis was conducted by different demographics by computing Z-tests to test if differences in proportions are statistically significant (at 95% confidence level).

Sub-group analysis was also conducted by management areas in order to identify any statistically significant differences that could lead to a better, more localised understating of tenants' satisfaction and make it easier to identify which aspects function well and which need improvement. Table 2 below shows a breakdown of these management areas and the geographical areas that come under each one.

Table 2 Management area coverage

Managem ent Area	Geographical Area
1	Batford, Harpenden, Southdown, Pimlico, Redbourn, Sandridge, Newgate Close, Hatfield Road, Thirlestane
2	Batchwood, New Greens, Camp area, Tudor Road, Valley Road area
3	Sopwell, St Albans City Centre, Telford Court, Wheathampstead
4	Bricket Wood, Chiswell green, Colney heath, London Colney, Dellfield, Marshalswick, Park Street, Smallford

Where there is a statistically significant difference between groups, this has been noted in the report as a "significant difference". However, a significant difference may not necessarily mean that the difference is 'important'. It will also need to be considered in practical terms i.e. "does the difference matter?" Results have also been broken down by a range of demographics and this has been presented in Appendix B.

Results

1. Core questions

Overall service provided

Around eight out of ten (84%) tenants are satisfied with the overall service provided by St. Albans City & District Council Housing Service, with only one out of ten tenants being dissatisfied (10%).

Figure 1.1 Overall service provided

Percentage of respondents- base size 686

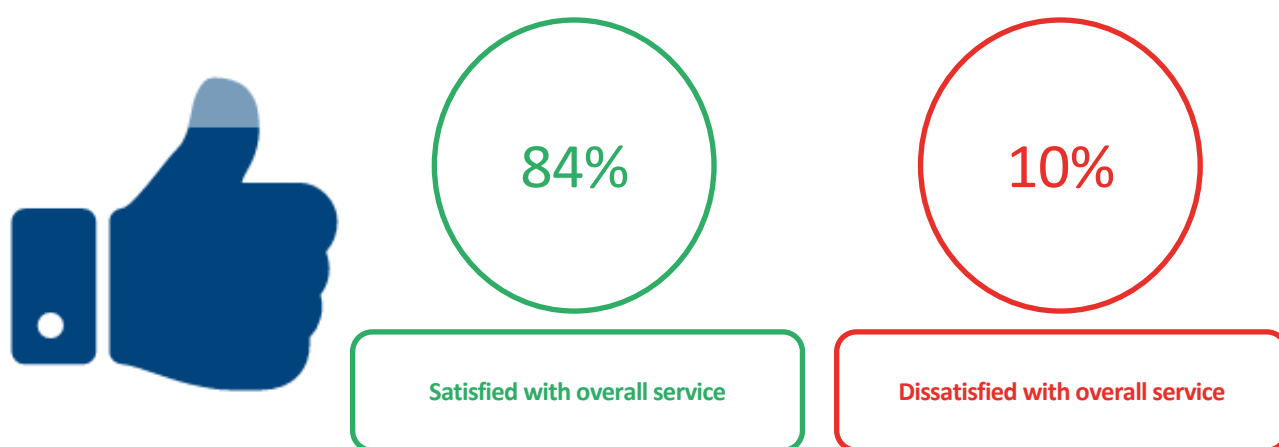
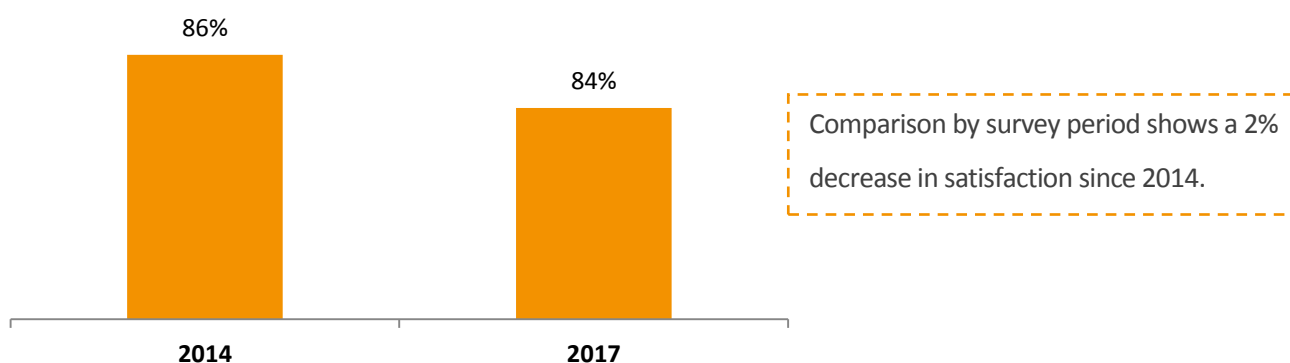


Figure 1.2 Overall service provided- satisfaction by survey period

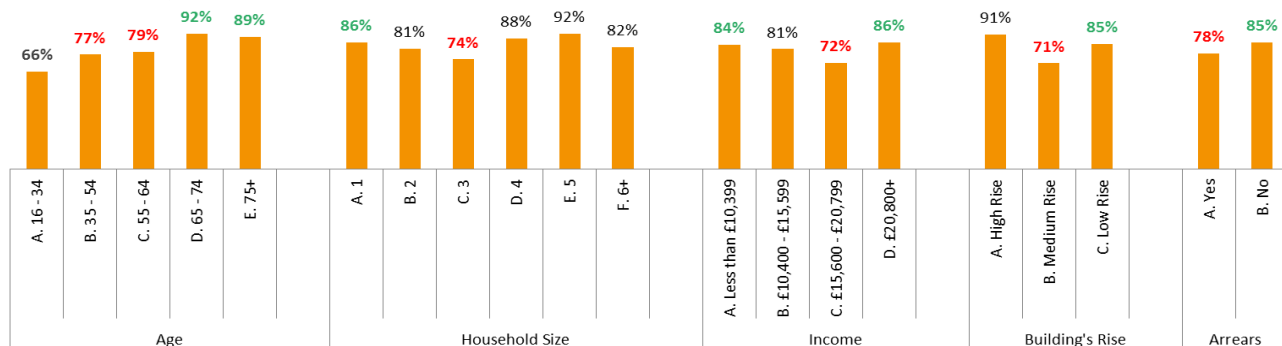
Percentage of respondents








Looking at the satisfaction with the overall service provided by St. Albans City & District Council Housing Service by different subgroups (Figure 1.3 overleaf) we can see that it varies from 66%, in the case of younger tenants, to 92% for those living in a household with 5 permanent residents.

Figure 1.3 Overall service provided- satisfaction by demographics

Percentage of respondents – base size 686



Sub-group analysis shows that:

	Residents aged 35 – 64 (average 78%) are significantly less satisfied, compared to those aged 65 and over (average 90%).
	Tenants in a household with 3 permanent residents (74%) are significantly less satisfied than those who live in a single person household (86%).
	Residents with an income between £15,600 and £20,799 (72%) are significantly less satisfied than those who earn less than £10,399 (84%) and those who earn £20,800+ (86%).
	Residents who live in medium rise buildings (71%) are significantly less satisfied than those living in low rise dwellings (85%).
	People who have arrears (78%) are less satisfied than those who have not (85%).

Overall quality of home

83% report satisfaction with the overall quality of their home, with 13% stating that they are dissatisfied.

Figure 1.4 Overall quality of home

Percentage of respondents- base size 716



83%

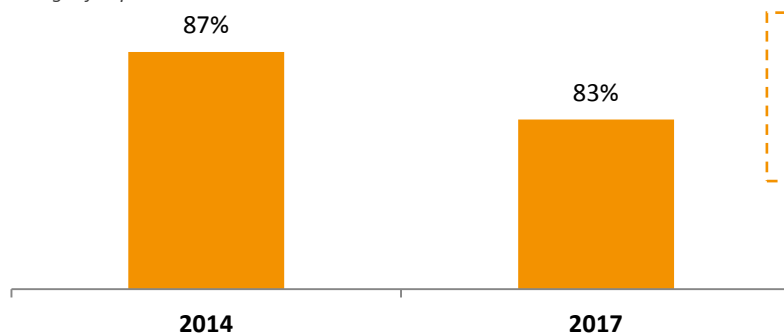
Satisfied with overall quality of home

13%

Dissatisfied with overall quality of home

Figure 1.5 Overall quality of home- satisfaction by survey period

Percentage of respondents

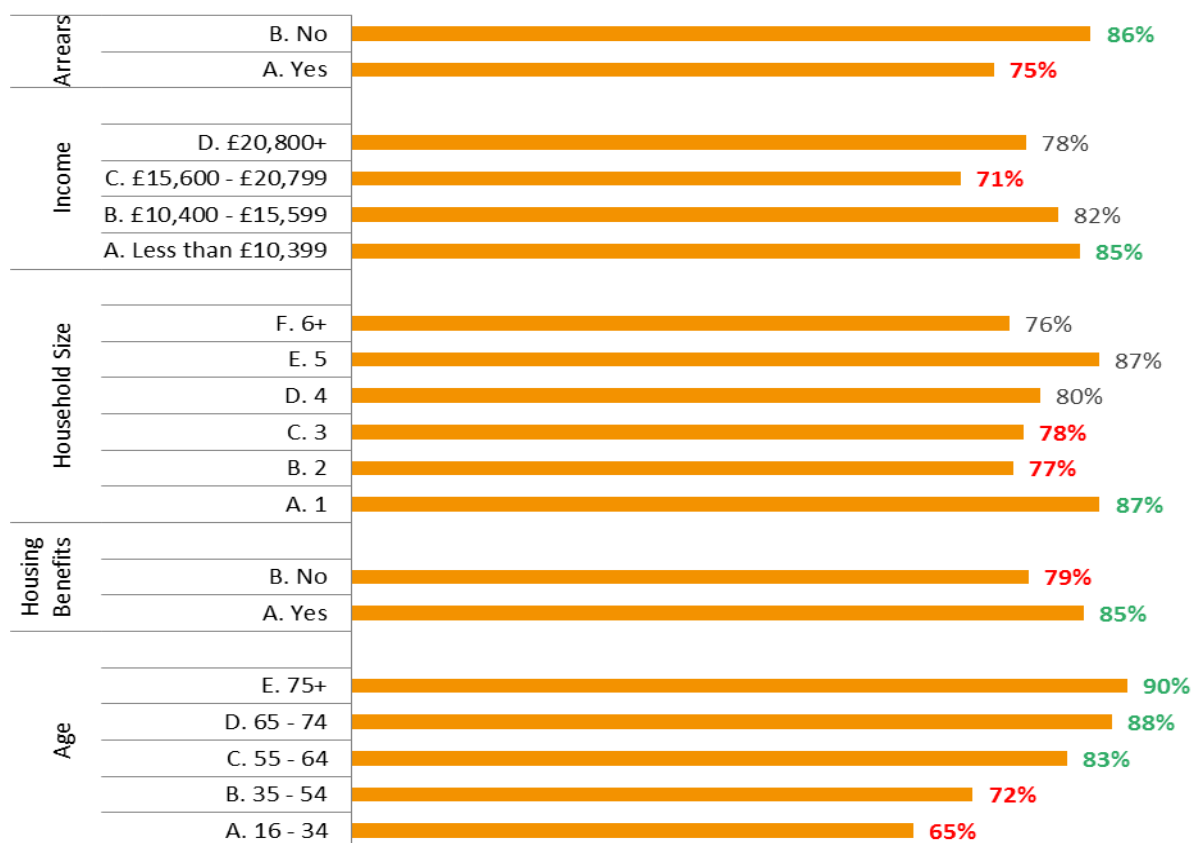


Comparison by survey period shows a 4% decrease in satisfaction since 2014.



Looking at the satisfaction with the overall quality of the home by different subgroups (Figure 1.6) we can see that it varies from 65%, in the case of younger tenants, to 90% for those aged 75+.




Figure 1.6 Overall quality of home by demographics

Percentage of respondents- base size 716



Sub-group analysis shows that:

	Residents aged 16 – 54 (average 69%) are significantly less satisfied, compared to those aged 55+ (average 87%).
	Residents who receive housing benefits are significantly more satisfied with the overall quality of their home (85%), compared to those who do not receive housing benefits (79%).

	<p>Tenants in a household with 2 or 3 permanent residents (average 78%) are significantly less satisfied than those who form a single person household (87%).</p>
	<p>Residents with an income between £15,600 and £20,799 (71%) are significantly less satisfied than those who earn less than £10,399 (85%).</p>
	<p>People who have arrears (75%) are less satisfied than those who have not (86%).</p>

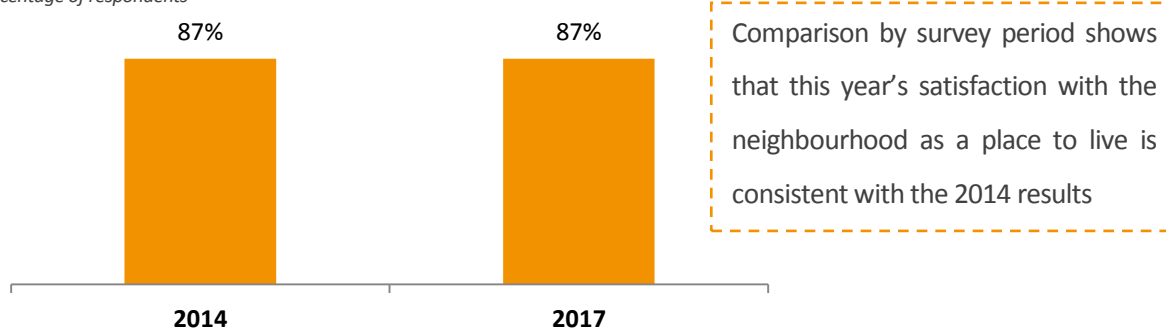
Neighbourhood

Almost nine out of ten (87%) respondents report being satisfied with their neighbourhood as a place to live, with almost half of respondents stating they are 'very satisfied' (49%).

Figure 1.7 Neighbourhood as a place to live
Percentage of respondents- base size 714



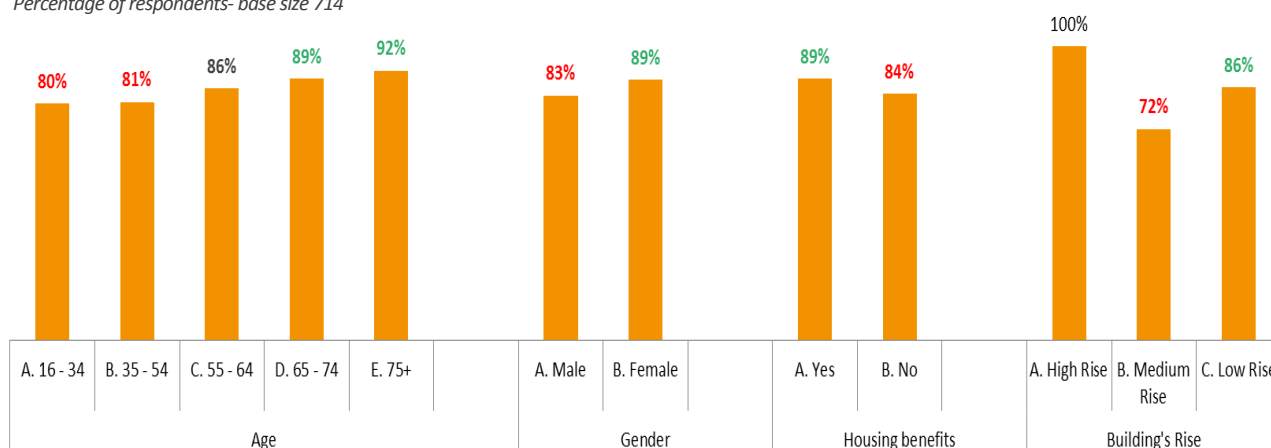
Figure 1.8 Neighbourhood as a place to live - satisfaction by survey period
Percentage of respondents



Looking at the satisfaction with the overall quality of the home by different subgroups (Figure 1.9, overleaf) we can see that it varies from 65%, in the case of younger tenants, to 90% for those aged 75+.

Figure 1.9 Neighbourhood as a place to live by demographics

Percentage of respondents- base size 714



Sub-group analysis shows that:

	Residents aged 35 – 64 (average 78%) are significantly less satisfied, compared to those aged 65 and over (average 90%).
	Female residents are significantly more satisfied (89%), compared to male residents (83%).
	Residents who receive housing benefits are significantly more satisfied with the overall quality of their home (85%), compared to those who do not receive housing benefits (79%).
	Residents who live in medium rise buildings (71%) are significantly less satisfied than those living in low rise dwellings (85%).

Repairs and maintenance

Almost eight out of ten (78%) report satisfaction with the way repairs and maintenance are dealt with by St. Albans City & District Council Housing Service. This question holds the highest dissatisfaction rate (15%).

Figure 1.10 Repairs and maintenance

Percentage of respondents- base size 716

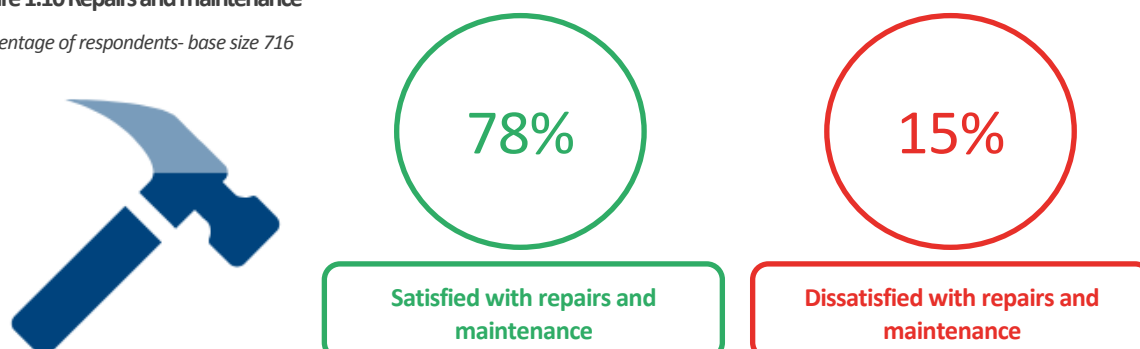
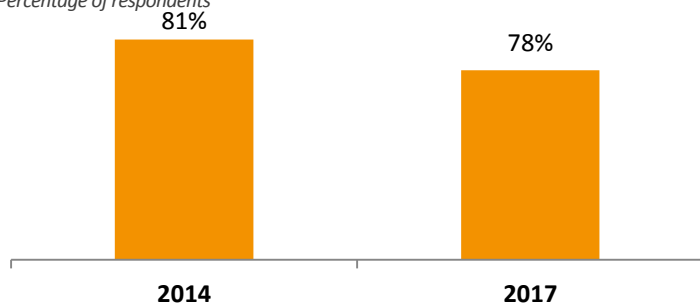


Figure 1.11 Repairs and maintenance - satisfaction by survey period

Percentage of respondents

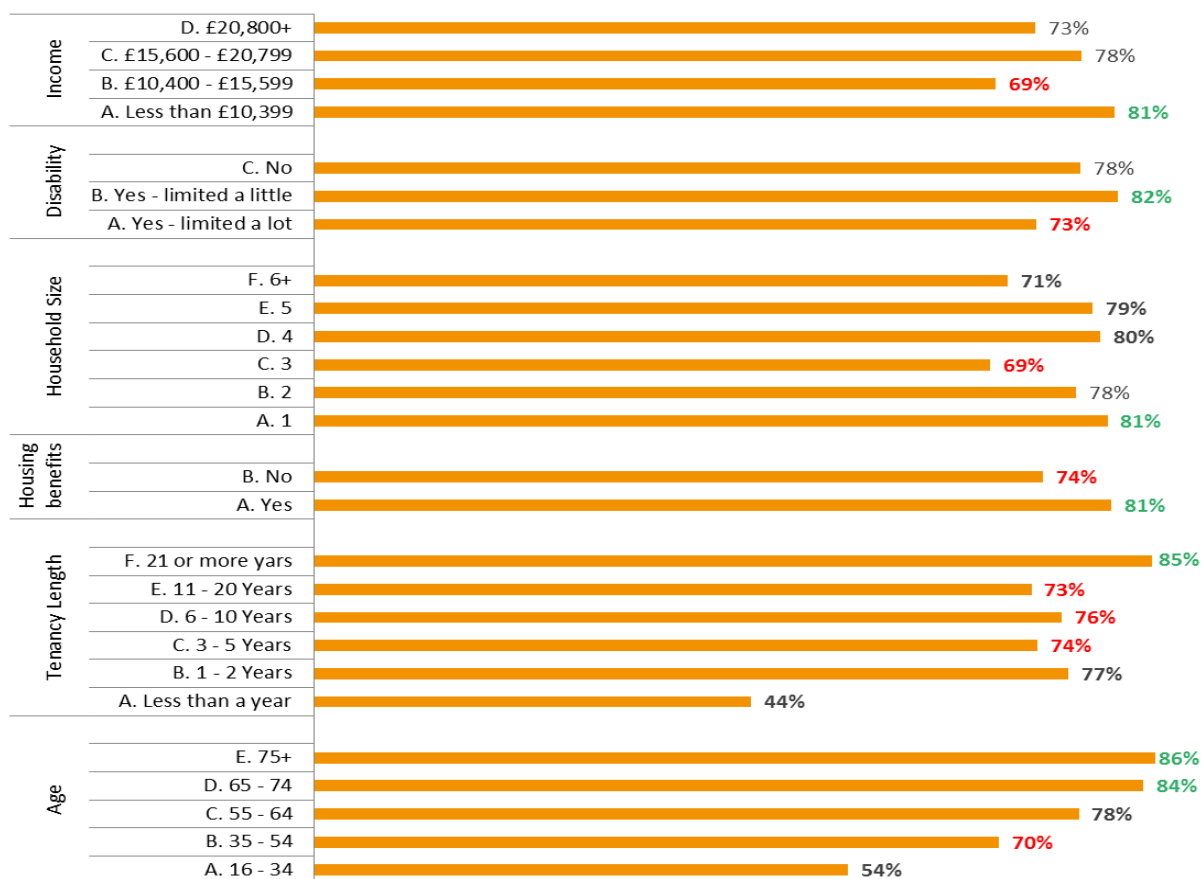


Comparison by survey period shows that there is a statistically significant 3% decrease in satisfaction compared to 2014



Looking at the satisfaction with the overall repair service by different subgroups (Figure 1.12) we can see that it varies from 44%, for those who have been a St. Albans City & District Council's tenant for less than 1 year, to 86% for those aged 75+.





Figure 1.12 Repairs and maintenance by demographics

Percentage of respondents- base size 716



Sub-group analysis shows that:

	Residents aged 65+ (average 85%) are significantly more satisfied, compared to those aged 35-54 (70%).
	Those who have been residents for 21+ years (85%) are more satisfied than people who have been residents for 3 to 20 years (average 74%).

	<p>Residents who receive housing benefits are significantly more satisfied with the repair service (81%), compared to those who do not receive housing benefits (74%).</p>
	<p>Tenants in a household with 3 permanent residents (69%) are significantly less satisfied than those in a single person household (81%).</p>
	<p>Residents with an income between £10,400 and £15,999 (69%) are significantly less satisfied than those who earn less than £10,399 (81%).</p>
	<p>People who are limited a lot by a disability (73%) are less satisfied than those who are limited a little (82%).</p>

Listening to views and acting upon them

65% are satisfied with the way St. Albans City & District Council Housing Service listens to their views and acts upon them. The low satisfaction rate is due to 15% of respondents reporting dissatisfaction and a substantial proportion stating that they are neither satisfied nor dissatisfied (19%). Nevertheless, this question has one of the highest levels of dissatisfaction (15%) across the core questions.

Figure 1.13 Views listened to and acted upon

Percentage of respondents- base size 685

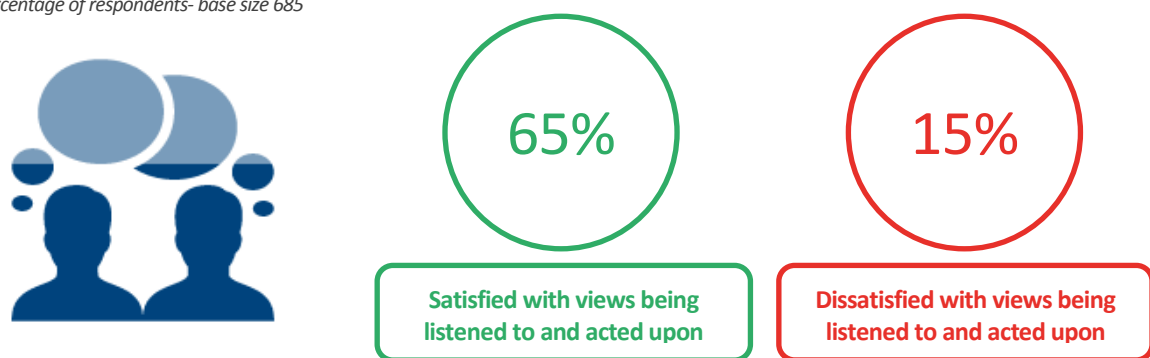
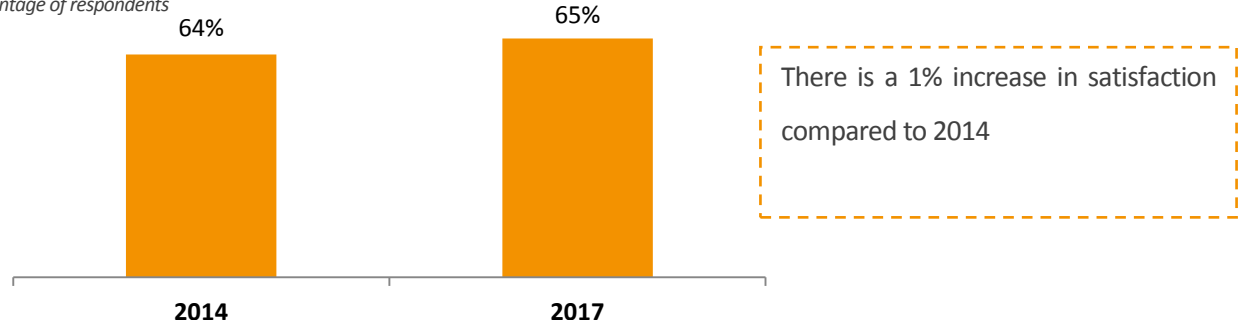


Figure 1.14 Views listened to and acted upon - satisfaction by survey period

Percentage of respondents



The satisfaction rate with listening to views and acting upon them varies between different subgroups (Figure 1.15) from 40%, in the case of younger tenants, to 75% for those aged 65 – 74.

Figure 1.15 Views listened to and acted upon by demographics

Percentage of respondents- base size 685



Sub-group analysis shows that:

	Residents aged 35 – 54 (60%) are significantly less satisfied, compared to those aged 65 and over (average 72%).
	Residents with an income between £10,400 and £20,799 (average 56%) are significantly less satisfied than those who earn less than £10,399 (69%).
	Residents living in Area 4 are significantly less satisfied (60%), compared to those living in Area 2 (72%).
	Residents who live in medium rise buildings (54%) are significantly less satisfied than those living in low rise dwellings (68%).

Rent provides value for money

Nearly nine out of ten (87%) are satisfied that their rent provides value for money. A slightly greater proportion state that they are 'very satisfied' (46%), compared to 'fairly satisfied' (40%).

Figure 1.16 Rent provides value for money

Percentage of respondents- base size 678



87%

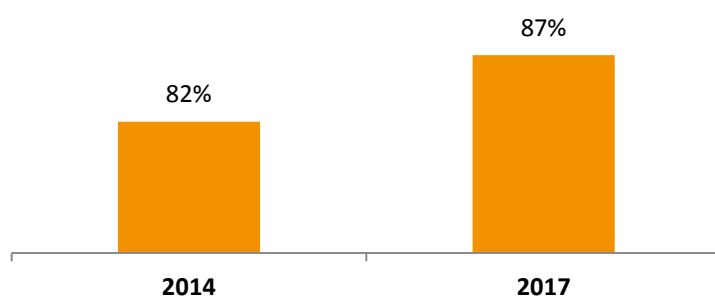
Satisfied that rent provides value for money

6%

Dissatisfied that rent provides value for money

Figure 1.17 Rent provides value for money - satisfaction by survey period

Percentage of respondents

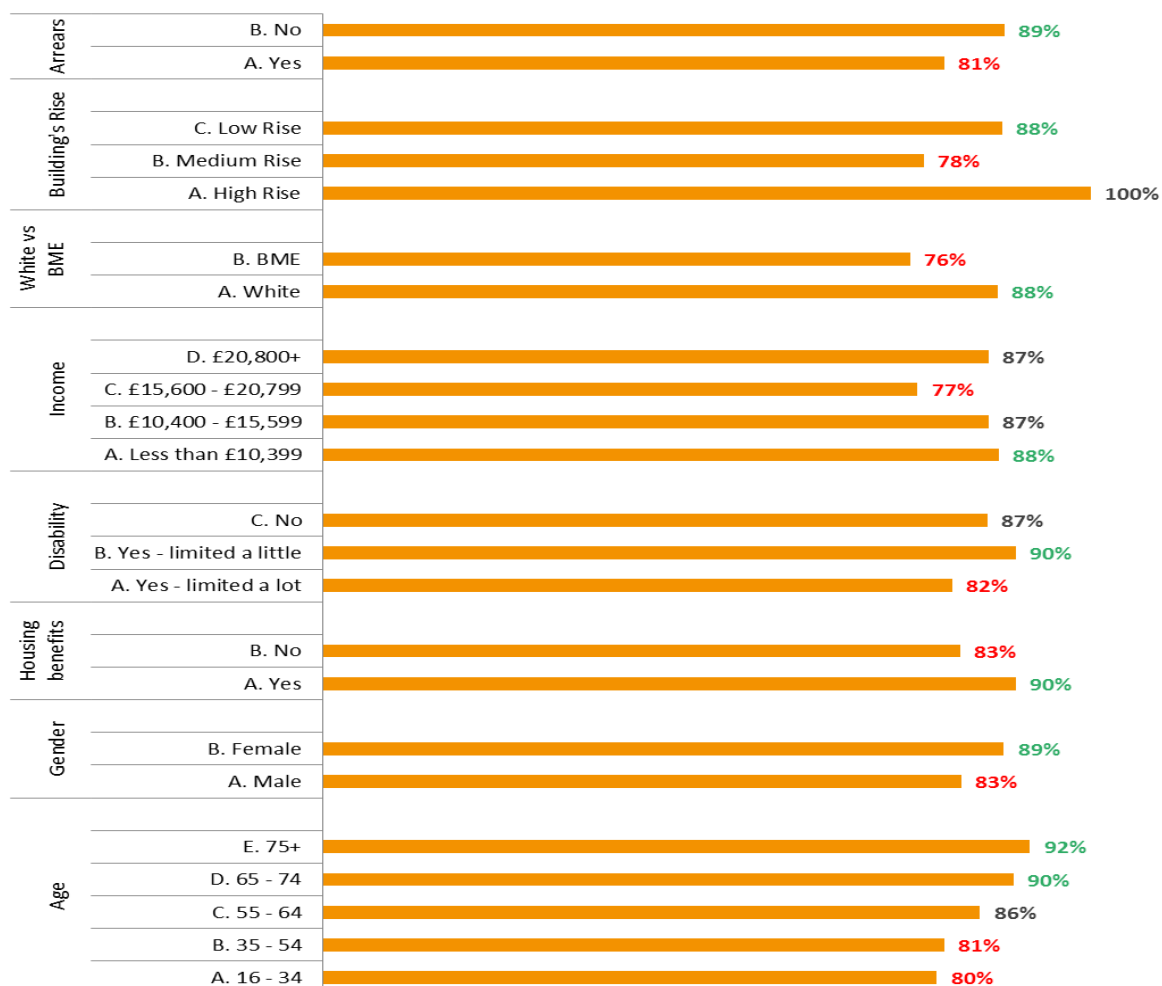


Comparison by survey period shows that satisfaction has had an increase since 2014 from 82% to 87% (+5%).

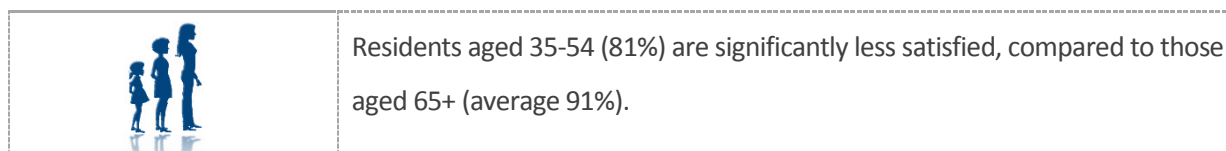
Satisfaction with the value for money that the rent provides varies between different subgroups (Figure 1.18) from 40%, in the case of younger tenants, to 75% for those aged 65 – 74.








Figure 1.18 Rent provides value for money by demographics

Percentage of respondents- base size 678



Sub-group analysis shows that:



	Female residents are significantly more satisfied (89%), compared to male residents (83%).
	Residents who receive housing benefits are significantly more satisfied with the value for money of their rent (90%), compared to those who do not receive housing benefits (83%).
	People who are limited a lot by a disability (82%) are less satisfied than those who are limited a little (90%).
	Residents with an income between £15,600 and £20,799 (77%) are significantly less satisfied than those who earn less than £10,399 (88%).
	Residents with a white ethnic background (88%) are significantly more satisfied than those from a BME background (76%).
	Residents who live in medium rise buildings (78%) are significantly less satisfied than those living in low rise dwellings (88%).
	People who have arrears (81%) are less satisfied than those who have not (89%).

Service charges provides value for money

Around three quarters (74%) are satisfied with the value for money that their service charge provides. Despite having one of the lowest satisfaction rates, only 13% actually report dissatisfaction while the remaining 13% state that they are neither satisfied nor dissatisfied.

Figure 1.19 Value for money of service charges
Percentage of respondents- base size 678

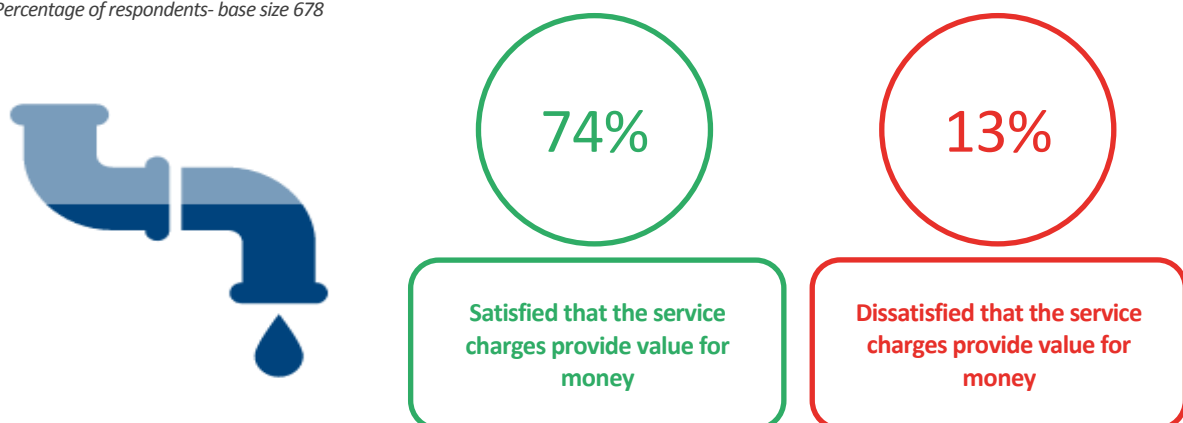
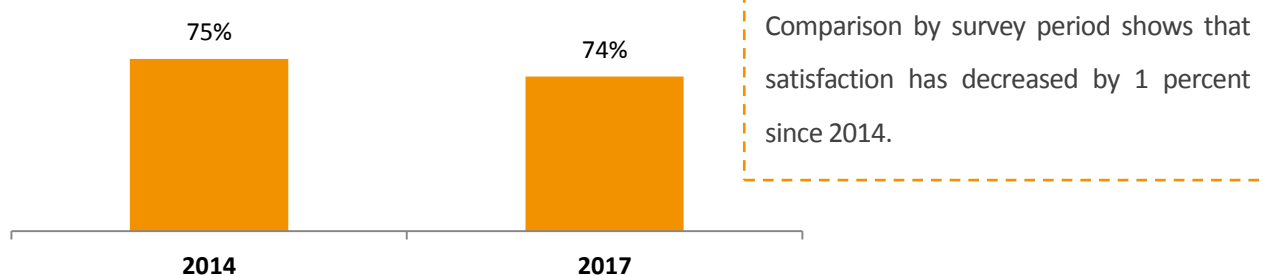


Figure 1.20 Rent provides value for money - satisfaction by survey period

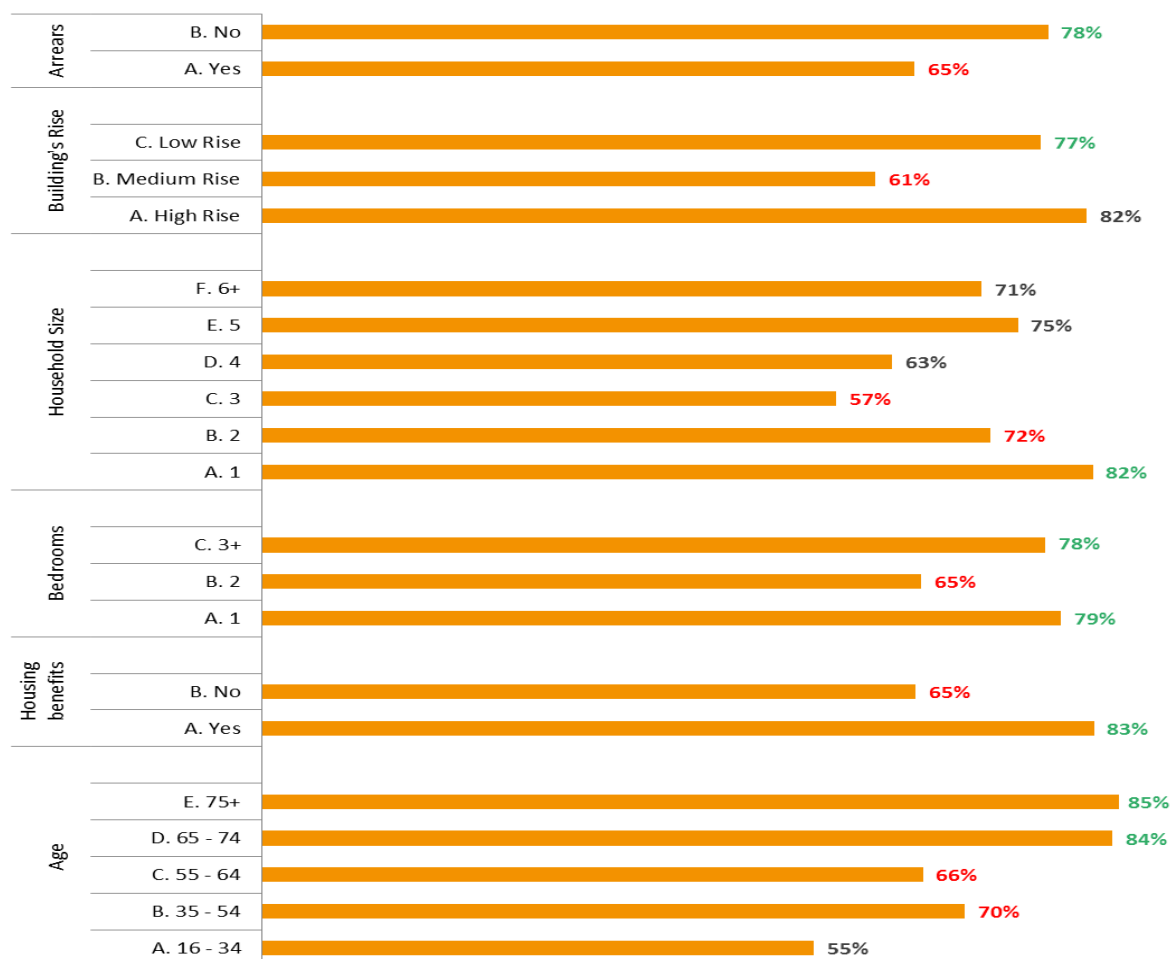
Percentage of respondents



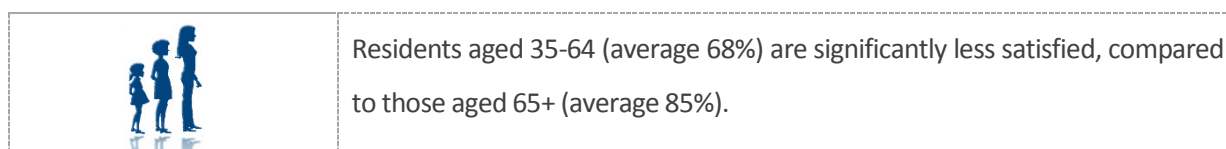
Looking at the satisfaction with the value for money that their service charge provides by different subgroups (Figure 1.21) we can see that it varies from 55%, for tenants under 35, to 85% for those aged 75+.






Figure 1.21 Value for money of service charges by demographics

Percentage of respondents- base size 678



Sub-group analysis shows that:



	<p>Residents who do not receive housing benefits (65%) are significantly less satisfied with the value for money of their service charge, compared to those who receive housing benefits (83%).</p>
	<p>Resident who live in a 2 bedroom property are significantly less satisfied (65%), compared to residents living in other property sizes (average 78%).</p>
	<p>Tenants in a household with 2 or 3 permanent residents (72% and 57%, respectively) are significantly less satisfied than those in a single person household (82%).</p>
	<p>Residents who live in medium rise buildings (61%) are significantly less satisfied than those living in low rise dwellings (77%).</p>
	<p>People who have arrears (65%) are less satisfied than those who have not (78%).</p>

2. Other questions

Housing and services

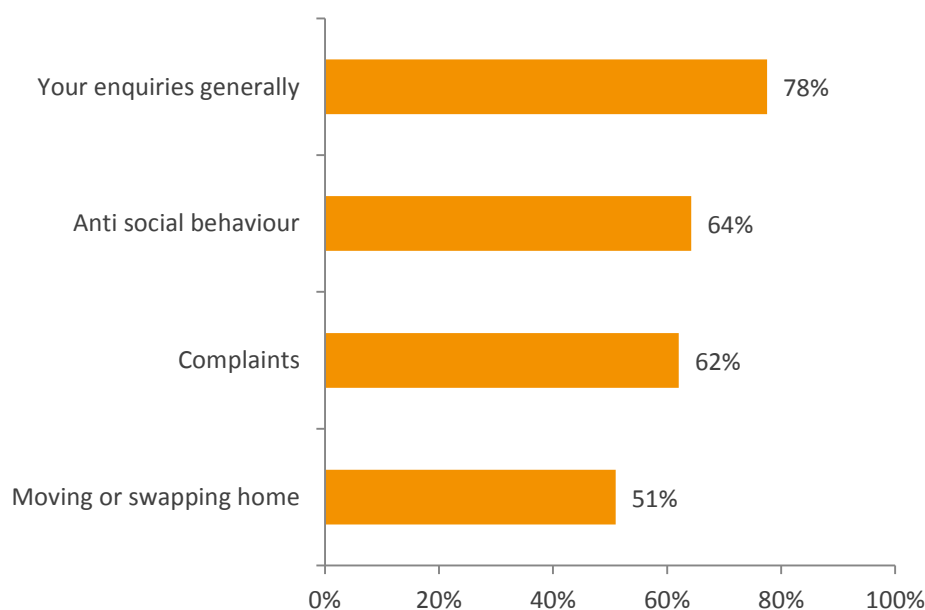
All respondents were asked how satisfied or dissatisfied they are with the way St. Albans City & District Council Housing Service deals with anti-social behaviour, resident's complaints, enquiries and the moving or swapping of homes.

Residents are most satisfied with is the way St. Albans City & District Council Housing Service deals with their enquiries in general (78%), while they are least satisfied with the way the moving or swapping of homes is dealt with (51%).

It should be noted that that the low satisfaction regarding the way the moving or swapping of homes is dealt with may be due to a large proportion of residents having no feelings either way (32%); suggesting that they may have not accessed this service.

Figure 2.1 Satisfaction with how St. Albans City & District Council Housing Service deals with:

Percentage of respondents- base size 344-685

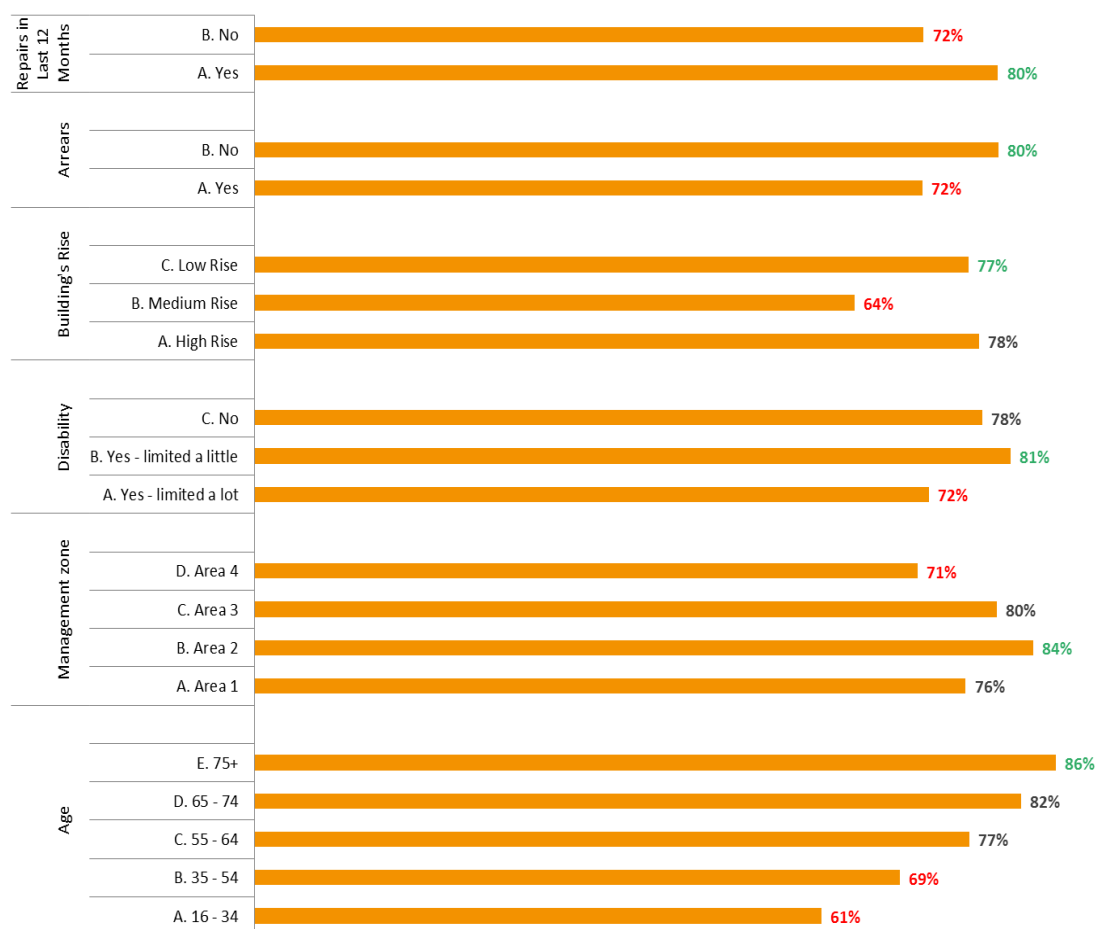


The satisfaction with the handling of each service/aspect by the way St. Albans City & District Council Housing Service has been analysed by demographics and the findings depict a great variation in satisfaction levels between different subgroups.

Looking at the satisfaction with the handling of their enquiries in general (Figure 2.2, overleaf) we can see that it varies from 61%, for tenants under 35, to 86% for those aged 75+.

Figure 2.2 Satisfaction with how St. Albans City & District Council Housing Service deals with enquiries in general

Percentage of respondents- base size 685



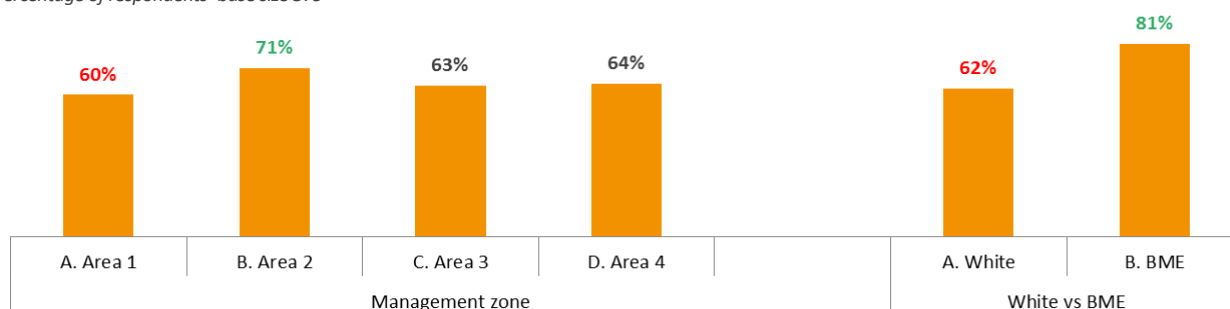
Sub-group analysis shows that:

	Residents under 55 (average 65%) are significantly less satisfied, compared to those aged 75+ (86%).
	Residents living in Area 4 are significantly less satisfied (71%), compared to those living in Area 2 (84%).
	People who are limited a lot by a disability (72%) are less satisfied than those who are limited a little (81%).
	Residents who live in medium rise buildings (64%) are significantly less satisfied than those living in low rise dwellings (77%).
	People who have arrears (72%) are less satisfied than those who do not have it (80%).
	People who have had repairs in the last 12 months (80%) are more satisfied than those who have not (72%).



Satisfaction with how St. Albans City & District Council Housing Service deals with anti-social behaviour (Figure 2.3) also varies significantly among different subgroups.

Figure 2.3 Satisfaction with how St. Albans City & District Council Housing Service deals with anti-social behaviour

Percentage of respondents- base size 579



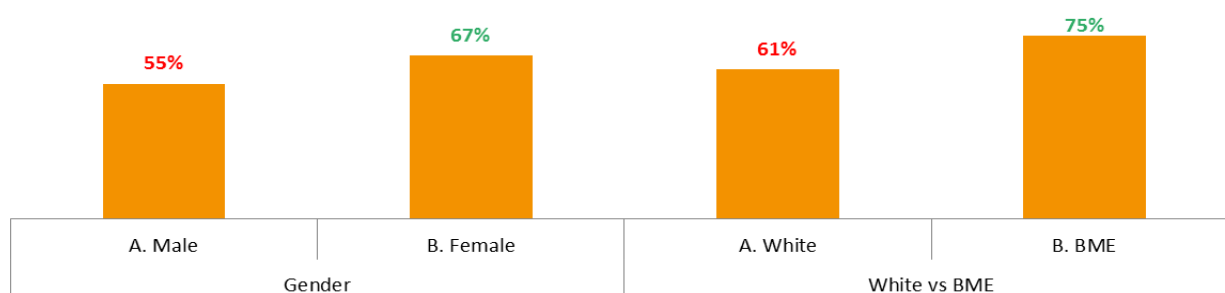
Sub-group analysis shows that:

	Residents living in Area 1 are significantly less satisfied (60%), compared to those living in Area 2 (71%).
	Residents with a white ethnic background (62%) are significantly less satisfied than those from a BME background (81%).



Satisfaction with how St. Albans City & District Council Housing Service deals with complaints (Figure 2.4) also presents significant differences among subgroups.

Figure 2.4 Satisfaction with how St. Albans City & District Council Housing Service deals with complaints

Percentage of respondents- base size 588

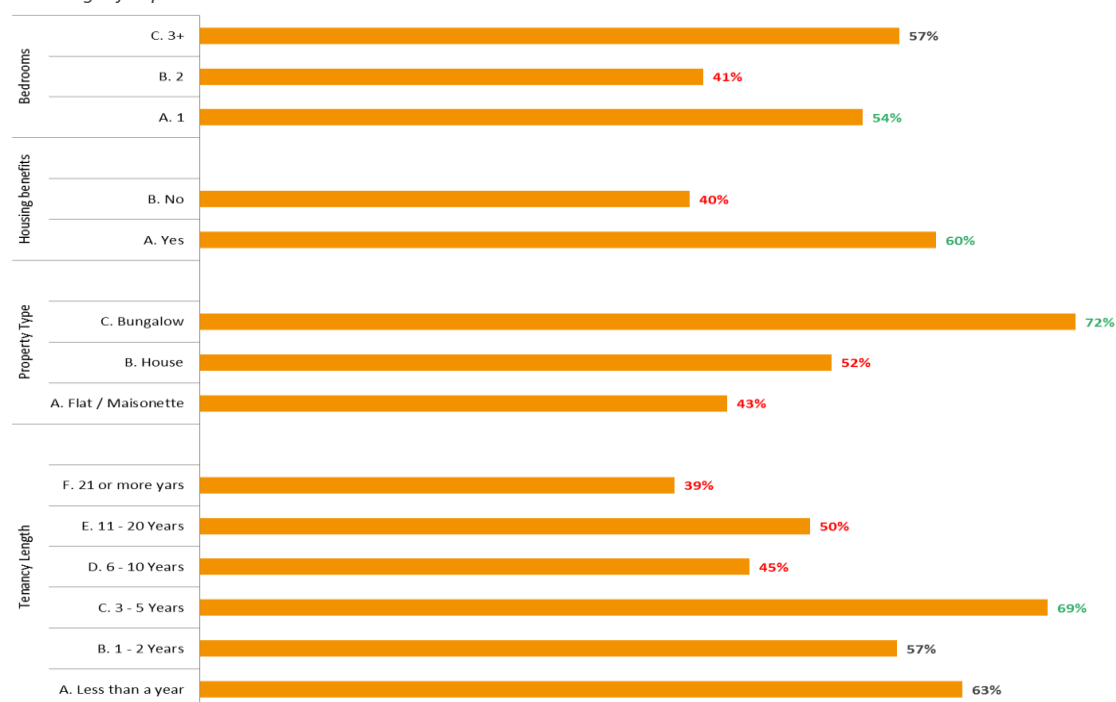


Sub-group analysis shows that:

	Female residents are significantly more satisfied (67%), compared to male residents (55%).
	Residents with a white ethnic background (61%) are significantly less satisfied than those from a BME background (75%).

Looking at the satisfaction with the way the moving or swapping of homes is dealt with (Figure 2.5) we can see that it too presents significant differences among subgroups.

Figure 2.5 Satisfaction with how St. Albans City & District Council Housing Service deals with moving/swapping home
Percentage of respondents- base size 344



Sub-group analysis shows that

	Those who have been residents for 3-5 years (69%) are more satisfied than people who have been residents for more than 6 years (average 45%).
	Residents who live in bungalows (72%) are more satisfied than those who live in houses or flats/maisonette (average 47%).
	Residents who receive housing benefits are significantly more satisfied with the home swapping/move is dealt with (60%), compared to those who do not receive housing benefits (40%).
	Resident who live in a 2 bedroom property are significantly less satisfied (41%), compared to residents living in a 1 bedroom property (54%).

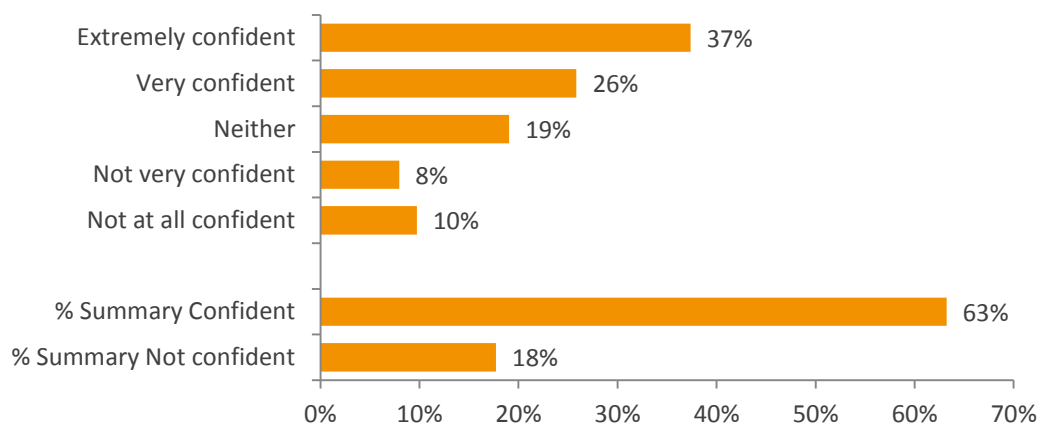
Dealing with a fire outbreak

All residents have also been asked to rate on a scale of 1 to 5, where 1 is “ Not at all confident” and 5 is “Extremely confident”, how confident they are in knowing what to do if a fire was to break out in their

property. Less than two thirds (63%) considered themselves “extremely” or “very” confident, while one in ten (10%) think they are not at all confident – Figure 2.6, below.

Figure 2.6. Confidence in knowing how to react to fire

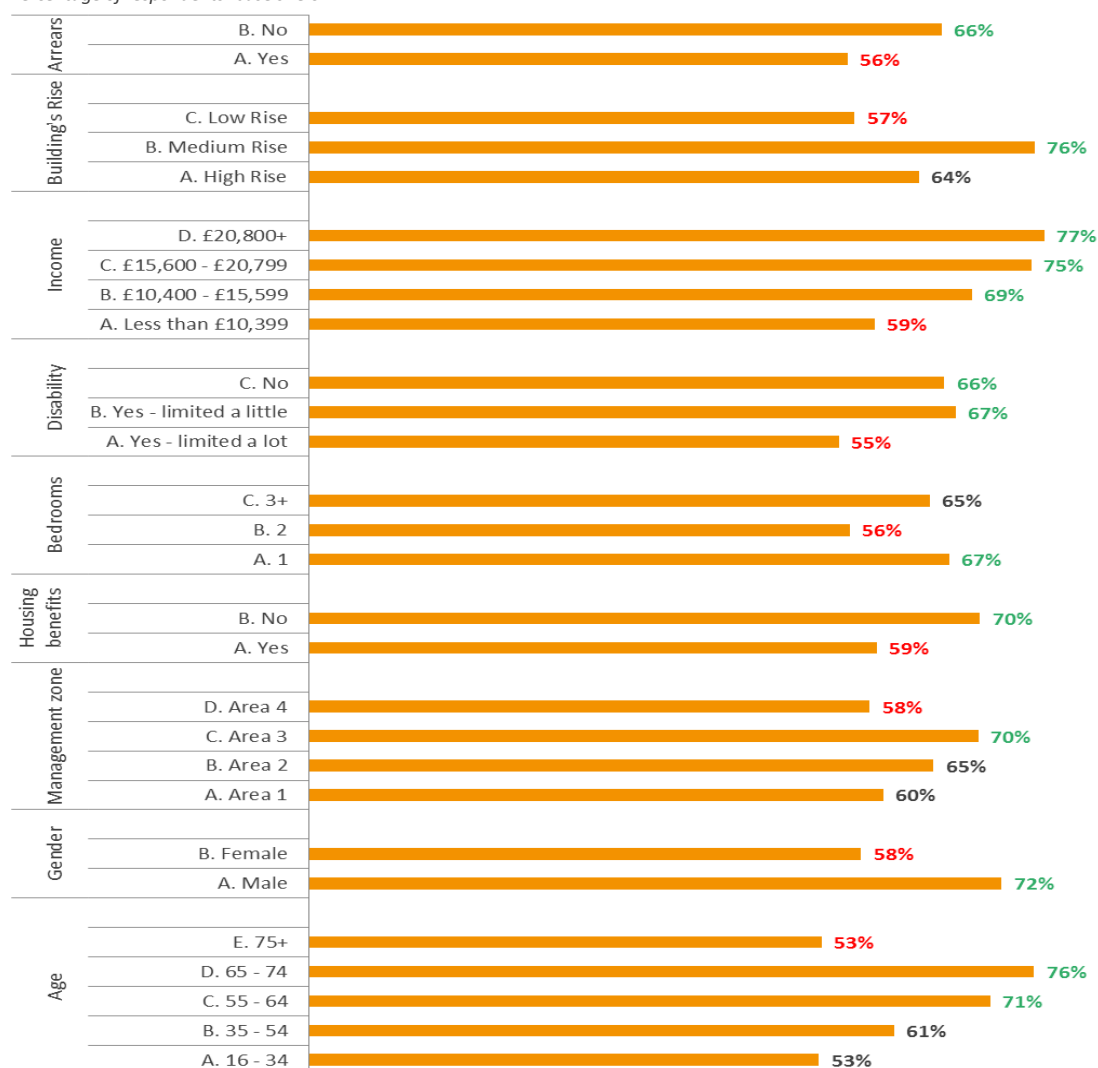
Percentage of respondents- base size 677












Looking at the confidence levels of different subgroups (Figure 2.7) we can see that they vary significantly between different subgroups.

Figure 2.7. Confidence in knowing how to react to fire by demographics

Percentage of respondents- base size 677



Sub-group analysis shows that

	Residents aged 55-74 (average 73%) are significantly more confident, compared to those aged 75+ (53%).
	Female residents are significantly less confident (58%), compared to male residents (72%).
	Residents living in Area 4 are significantly less confident (58%), compared to those living in Area 3 (70%).
	Residents who receive housing benefits are significantly less confident (59%) in knowing what to do if a fire was to break out in their property, compared to those who do not receive housing benefits (70%).
	Resident who live in a 2 bedroom property are significantly less confident (56%) in knowing what to do if a fire was to break out in their property, compared to residents living in a 1 bedroom property (67%).
	People who are limited a lot by a disability (55%) are less confident than those who are limited a little (67%) or have no disability (66%).
	Residents with an income less than £10,399 (59%) are less confident than all others (average 74%).
	Residents who live in medium rise buildings (76%) are significantly more confident than those living in low rise dwellings (57%).
	People who have arrears (56%) are less confident in knowing what to do if a fire was to break out in their property than those who do not have it (66%).

Contact and communication

Respondents were asked to answer a number of questions regarding contact and communication with St Albans District Council.

Firstly, respondents were asked how satisfied they were that St Albans District Council Housing Services gives them the opportunity to make their views known. Almost two-thirds (65%) are satisfied with this aspect, while one out of ten (11%) are dissatisfied.

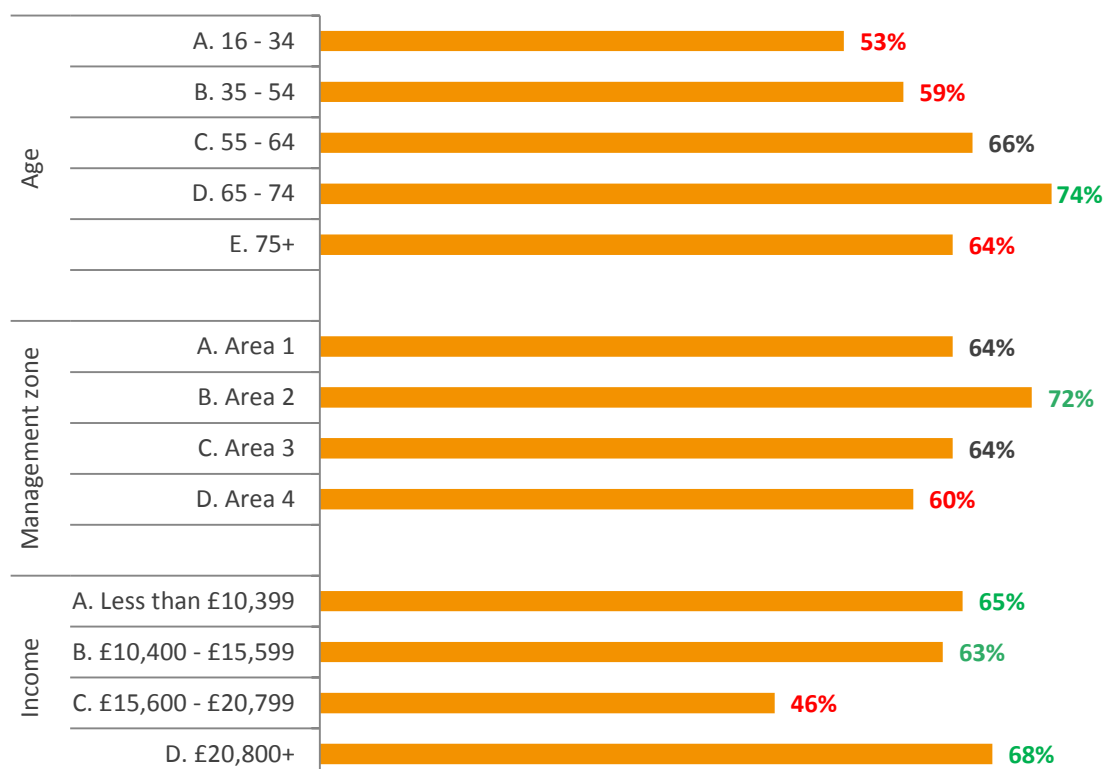
Figure 2.8 Satisfied that they are given the opportunity to make their views known

Percentage of respondents- base size 659

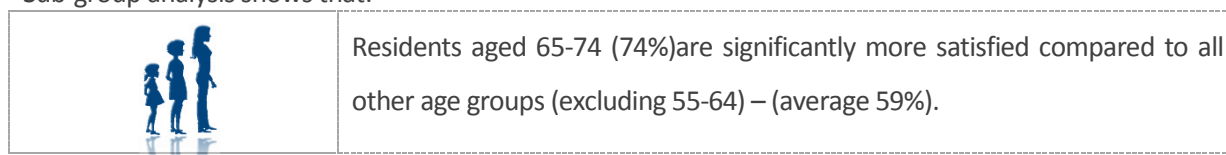




Satisfaction in this area varies by sub-group. Figure 2.9 shows that satisfaction varies from 46% for those with an income of £15,600 to £20,799 to 74% for those aged 65-74.

Figure 2.9 Satisfied that they are given the opportunity to make their views known by demographics



Sub-group analysis shows that:



	Residents in management area 2 (72%) are significantly more satisfied compared to those in management area 4 (60%).
	Residents with an income of £15,600-£20,799 are significantly less satisfied compared to residents with all other income levels.

Respondents were then asked if they had contacted St Albans District Council Housing Service in the last 12 months. Over eight out of ten (82%) residents have contacted the service, compared to almost one-fifth (18%) who have not.

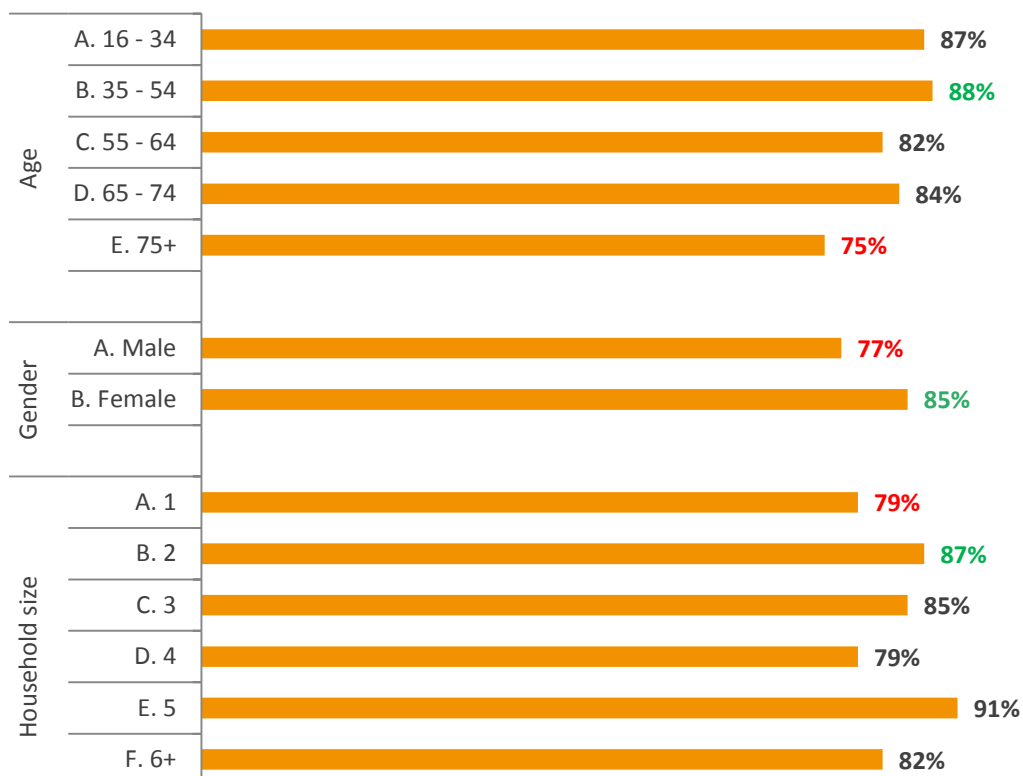
Figure 2.10 Have you contacted St Albans District Council Housing Services in the last 12 months?

Percentage of respondents- base size 699






Responses to this question vary by sub-group, with residents aged 75+ (75%) reporting the lowest proportion of 'yes' compared to 91% for those with a household size of 5.

Figure 2.11 Have you contacted St Albans District Council Housing Services in the last 12 months? - by demographics



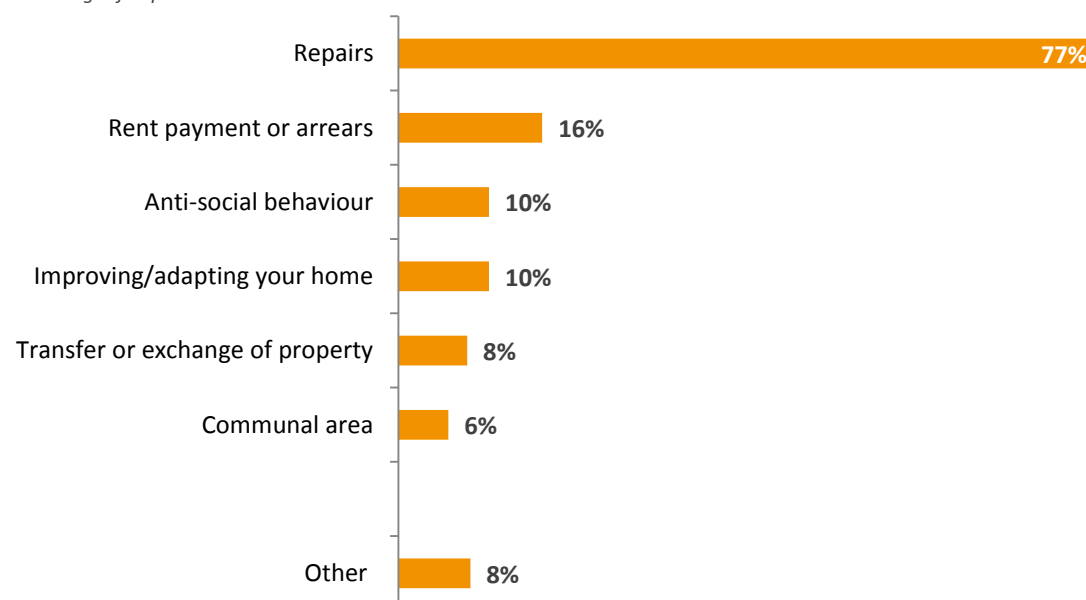
Sub-group analysis shows that:

	Residents aged 35-54 are significantly more likely to have contacted the service compared to those aged 75+
	Female residents are significantly more likely to have contacted the service compared to male residents
	Residents with 2 people in their household are significantly more likely to be satisfied compared to single-person households.

Those who had contacted St Albans District Council Housing Service in the last 12 months were asked what their most recent contact was about. Three-quarters (77%) of respondents said that their contact was regarding repairs. This is followed by 16% who contacted about rent payment or arrears. The remaining responses can be seen in Figure 2.12. Other reasons include: ground/estate management (14 people), housing benefits/council tax enquiries (9 people) and rubbish related enquiries (4 people).

Figure 2.12 Reason for the most recent contact

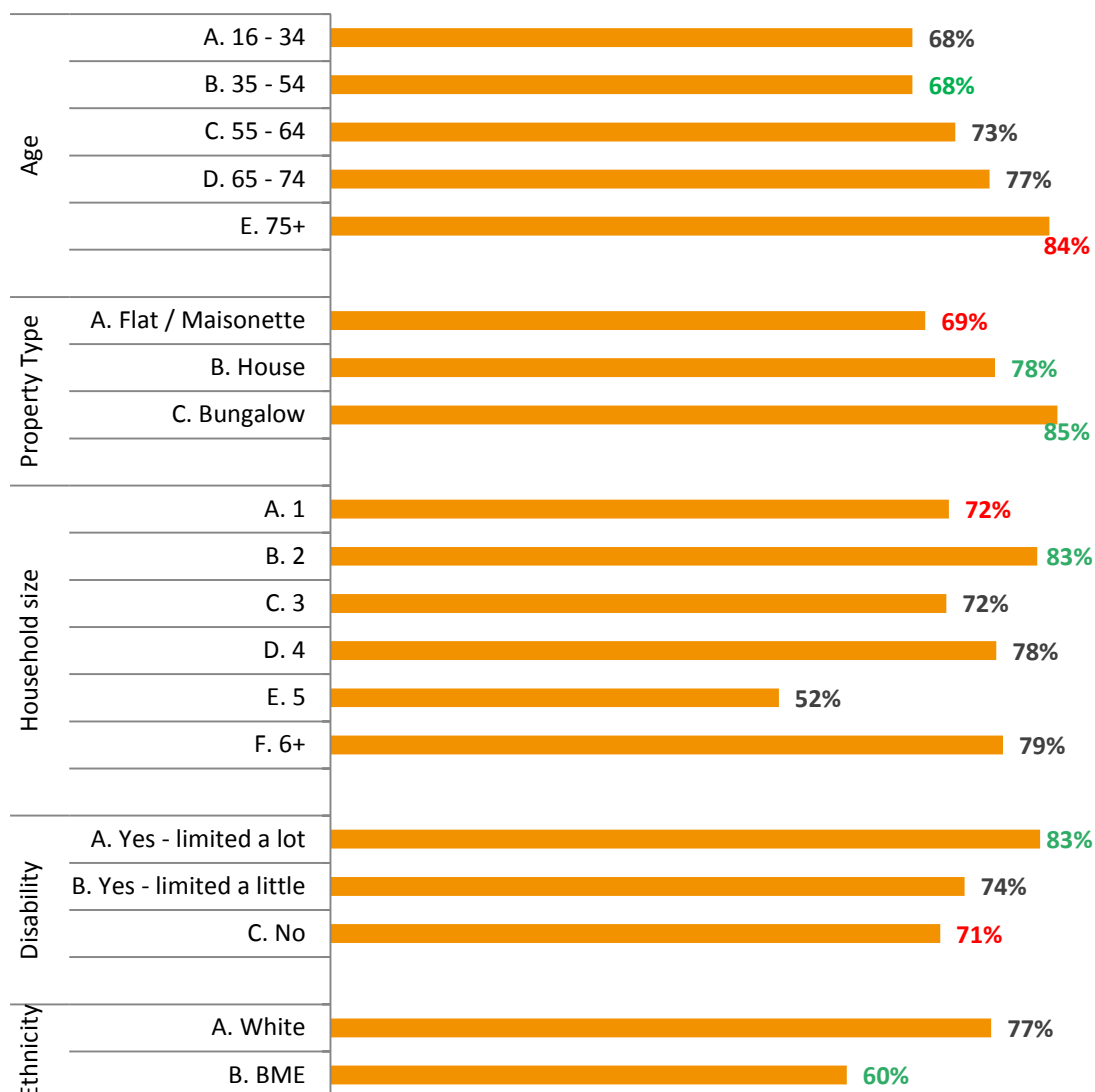
Percentage of respondents- base size 573






Analysing the data by demographics showed that different subgroups are more likely to contact St Albans District Council Housing Service for matters concerning repairs, compared to others of the same category. These are shown in Figure 2.13, overleaf.



Figure 2.13 Most recent contact was about repairs – by demographic

Percentage of respondents – base size 573



Sub-group analysis shows that:

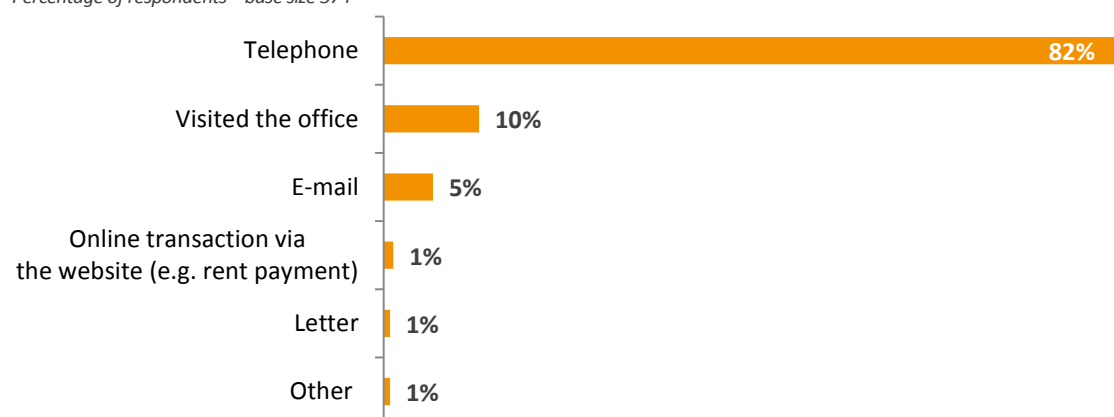
	Residents aged 75+ (84%) are significantly more likely to have their most recent contact be regarding repairs compared to those aged 35-54 (68%).
	Those who live in a flat / maisonette are significantly less likely (69%) to report that their most recent contact was about repairs compared to those living in a house or bungalow (average 81%).
	Residents with 2 people in their household (83%) are significantly more likely to report that their most recent contact was to do with repairs, compared to those with 1 person (72%).

	Residents who are limited a lot by a disability (83%) are significantly more likely to report that their most recent contact was regarding repairs, compared to those without a disability (71%).
	White residents (77%) are significantly more likely to report that their most recent contact was regarding repairs, compared to BME residents (60%).



Respondents were then asked how they got in touch with St Albans District Council Housing Service during their most recent contact. Figure 2.14 below shows that for over eight out of ten (82%) residents, their most recent contact was by telephone. The lowest proportions were for letter and online transaction via the website (both 1%).

Figure 2.14 How did you get in touch with St Albans District Council Housing Service during your most recent contact?

Percentage of respondents – base size 574



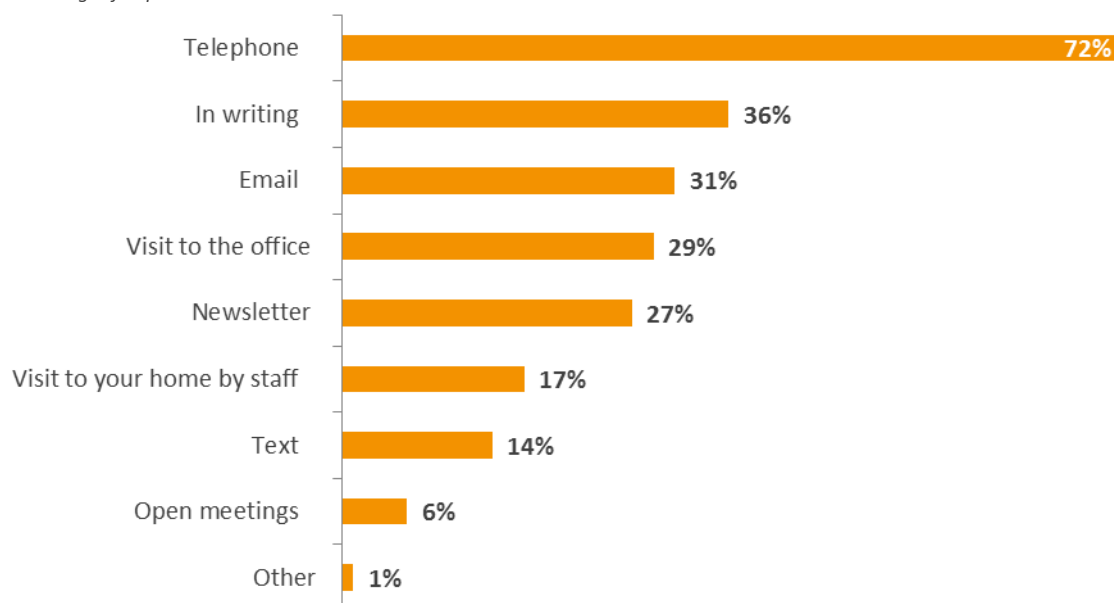
When looking at respondents who chose 'telephone' by sub-group analysis we can see that:

	Significantly more residents in area 1 (85%) chose 'telephone' than those in area 2 (74%)
	Significantly more residents who had repairs in the last 12 months (85%) chose 'telephone' compared to those who had not (69%)

All respondents, irrespective of whether or not they have contacted St Albans District Council Housing Service in the last 12 months, were asked what method of being kept informed and get in touch are they happy to use. As seen in Figure 2.15 (overleaf), the preferred method is telephone (72%) followed by "in writing" (36%) and email (31%). Respondents were given the option to provide any additional method. Six people provided an answer, but all of their responses referred to methods already present in the list provided.

Figure 2.15 Methods of being kept informed or get in touch

Percentage of respondents- base size 611

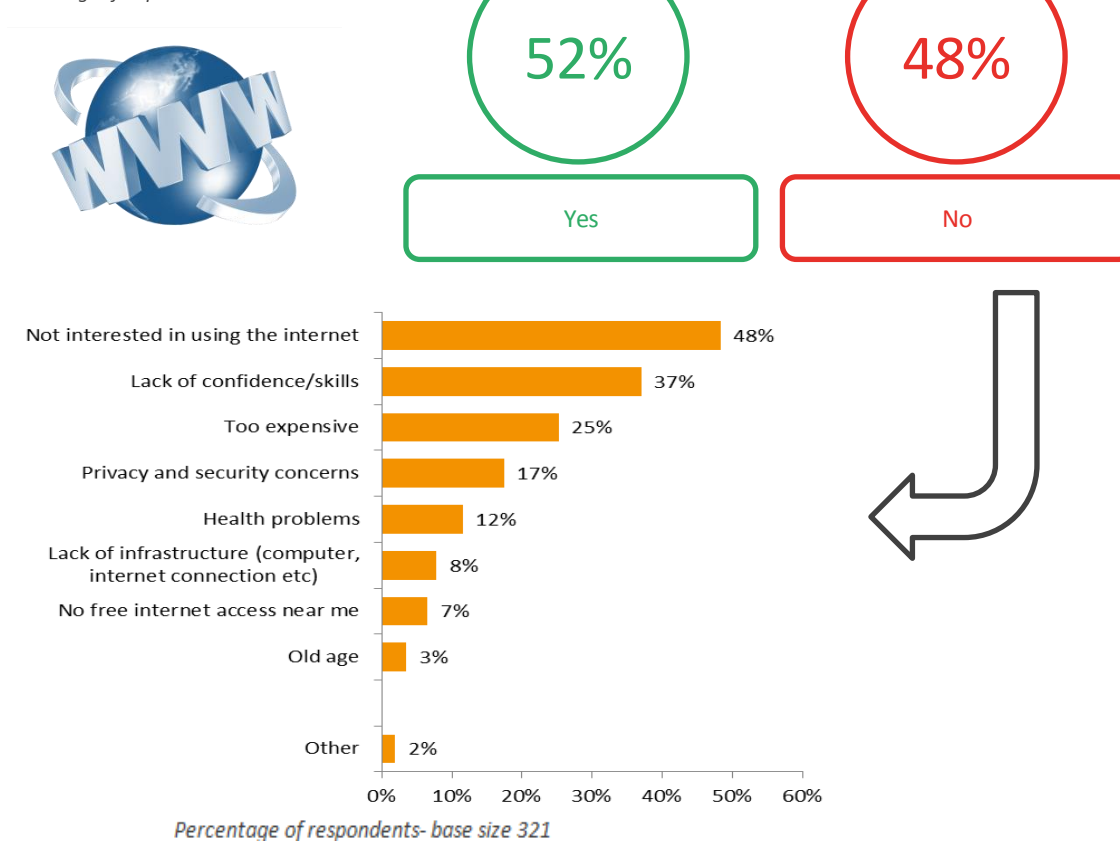


Accessing services

Just over half of respondents (52%) use the internet. The remaining 48% are not using the internet mainly because: they lack the interest (48%), they lack the confidence/skills (37%) or is too expensive (25%). Other reasons are presented in Figure 2.16 below.

Figure 2.16 Internet usage

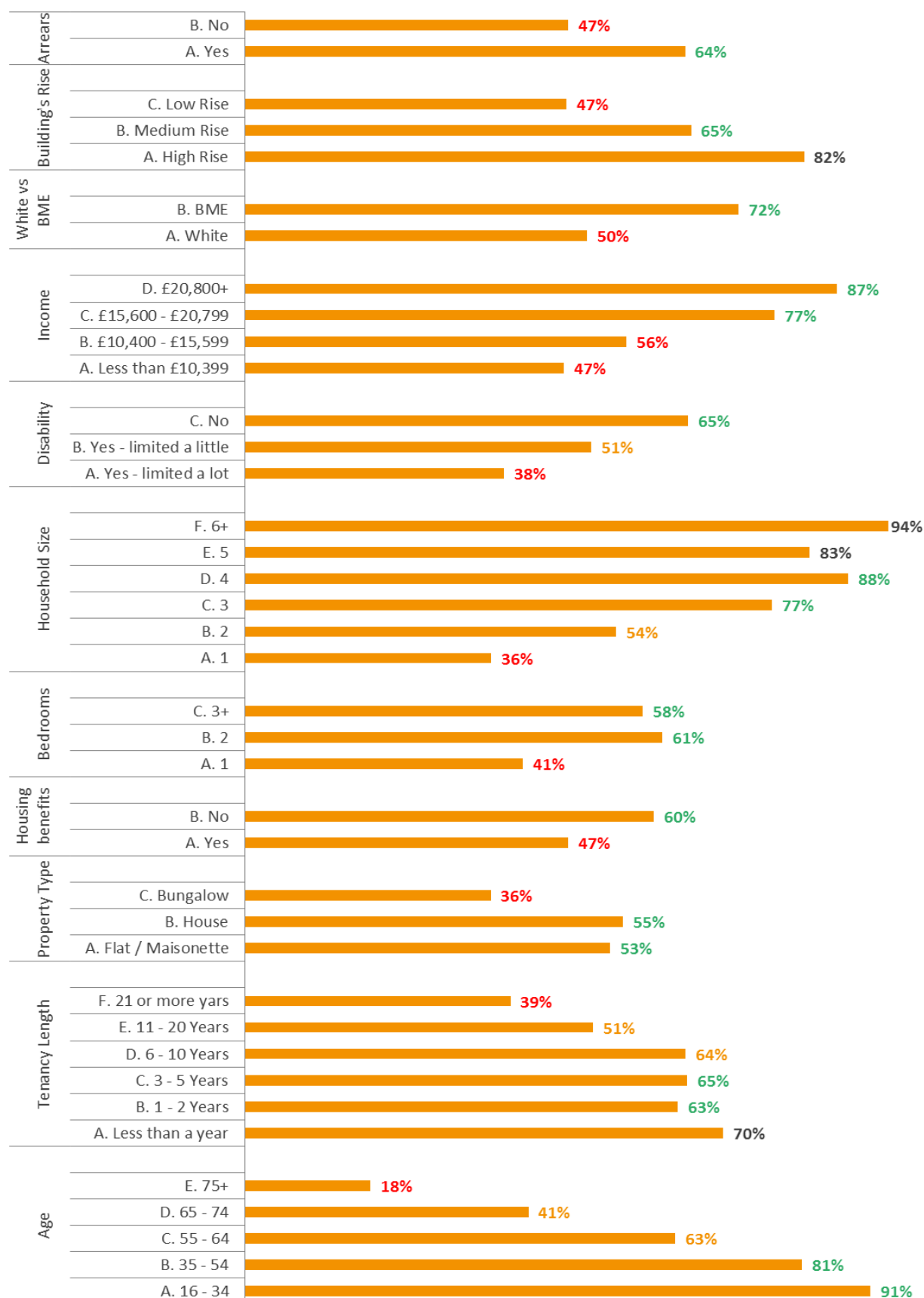
Percentage of respondents- base size 697



Analysing the internet users by demographics, showed that different subgroups are more inclined to use the internet, compared to others of the same category. These can be seen in Figure 2.17 below.




Figure 2.17 Internet users by demographics

Percentage of respondents- base size 363



Sub-group analysis shows that:

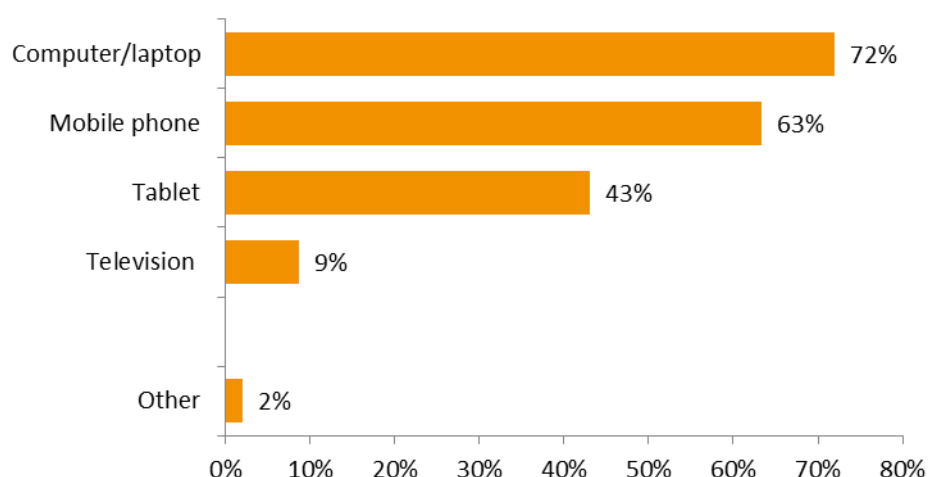
	<p>Residents aged 16-54 (average 86%) are significantly more likely to use the internet, compared to those aged 55+ (average 41%). Among those aged 55+ there are significant differences between each age bracket in the sense that the older residents are, the less likely they are to use the internet.</p>
	<p>Residents with a tenancy length of 21+ years (39%) are less likely to use the internet than those with a shorter tenancy length (average 61%).</p> <p>Also, those with a tenancy length of 6-10 years (64%) are more likely to use the internet than those with a tenancy length of 11-20 years (51%).</p>
	<p>Bungalow residents (36%) are less likely to use the internet than those living in houses or flats/maisonettes (average 54%).</p>
	<p>Residents who receive housing benefits (47%) are less likely to use the internet, compared to those who do not receive housing benefits (60%).</p>
	<p>Resident who live in a 2 + bedroom accommodation are significantly more likely to use the internet (average 60%), compared to residents living in a 1 bed accommodation (41%).</p>
	<p>Tenants in a household with 3 or 4 permanent residents (77% and 88%, respectively) are significantly more likely to use the internet than those from a lower size household (average 45%).</p> <p>Also, those in a single person household (36%) are less likely to use the internet than those in a 2 person household (54%).</p>
	<p>Residents who are limited a lot by a disability are significantly less likely (38%) to use the internet, compared to all other (average 58%).</p> <p>Also, residents who are limited a little by a disability are significantly less likely (51%) to use the internet, compared to those without a disability (65%).</p>
	<p>Residents with an income below £15,600 (51%) are significantly less likely to use the internet than those who earn above £15,600 (82%).</p>

	White residents are significantly less likely (50%) to use the internet, compared to BME residents (72%).
	Residents who live in medium rise buildings (65%) are significantly more likely to use the internet than those living in low rise dwellings (47%).
	People who have arrears (64%) are more likely to use the internet than those who do not have it (47%).




The main means of accessing the internet are computer or laptop (72%) and mobile phone (63%). As seen in Figure 2.18, other devices are also used: tablet (43%) and to a much smaller extent TV (9%).






Figure 2.18 Means of accessing the internet

Percentage of respondents- base size 360



Sub-group analysis for the **means of accessing the internet with over 50% usage** shows that:

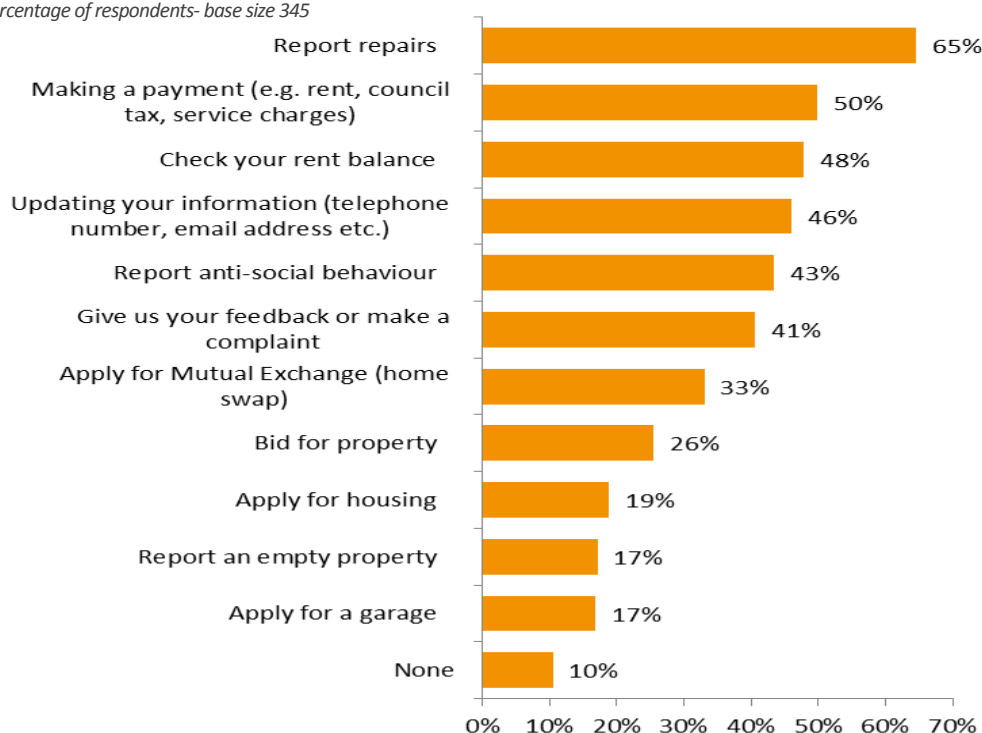
	Residents aged 16-54 (average 87%) are significantly more likely to use a mobile phone to access the internet, compared to those aged 55+ (average 43%).
	Male residents (82%) are more likely to use a computer/laptop to access the internet, compared to female residents (66%).
	<p>Residents with a tenancy length of 3-5 years (84%) are significantly more likely to use a mobile phone to access the internet, than those with a longer tenancy length (average 58%).</p> <p>Also, they are less likely to use a computer or laptop (64%), than residents with a tenancy length of 11-20 years (81%).</p>

	Resident who live in a single bedroom property are significantly less likely to use a mobile phone (49%) to access the internet, compared to residents living in a property with 2+ bedrooms (average 69%).
	Tenants in a household with 3 permanent residents (81%) are significantly more likely to use a mobile phone to access the internet than those from a household with 2 or less permanent residents (average 53%).
	Residents with an income above £20,800 (83%) are significantly more likely to use a mobile phone to access the internet than those who earn less (average 61%).
	White residents are significantly less likely (60%) to use a mobile phone to access the internet, compared to BME residents (80%).
	Residents who live in medium rise buildings (80%) are significantly more likely to use a mobile phone to access the internet than those living in low rise dwellings (57%).





St Albans City & District Council is considering making more services accessible online. As such, residents were asked which online services they would be likely to use. As seen in Figure 2.19 the main services they would use would be reporting repairs (65%) and/or making a payment (50%).

Figure 2.19 Online services likely to use

Percentage of respondents- base size 345



Sub-group analysis for the **online services with over 50% usage** shows that:

	<p>Residents with a tenancy length of 21+ years (35%) are significantly less likely to use an online service to make an online payment, than those with a tenancy length of 3-10 years (average 58%).</p> <p>Also, they are less likely to report a repair (56%), than residents with a tenancy length of 11-20 years (72%).</p>
	<p>Tenants in a household with 3 permanent residents (58%) are significantly more likely to make an online payment, than those from single resident household (41%).</p>
	<p>Residents with an income between £15,600 and £20,799 (66%) are significantly more likely to make an online payment than those who earn less than £10,399 (44%).</p>
	<p>People who have arrears (65%) are significantly more likely to make an online payment than those who have not (42%).</p>

In order to get a better understanding of personal preferences and barriers, residents were asked what would stop them from accessing any of the online services that might be made accessible online and also what other services they would like to be able to access online in the future.

Regarding their reasons not to access online services, a total of 106 people provided a response pertinent to the question asked. Table 2.1 shows that the main reasons are: their preference for human interaction, with 33 mentions, followed by a lack of infrastructure (such as not having access to a computer or the internet - 20 mentions).

Table 2.1 Reasons for not using online services

Reason	No. of mentions
Prefer human interaction	33
Lack of infrastructure (computer, internet connection etc.)	20
Useless if it is an emergency/Delayed responses	16
Privacy/security issues	16
Lack of skills	11
Complicated process	7
Other	7
Total valid responses	106

Regarding other services that they would like to access online, a total of 25 people provided a response pertinent to the question asked. Table 2.2 shows that the most mentioned services are: recycling and refuse information, with 6 mentions, followed by the possibility to chat live for procurement of general information or arranging meetings with the housing officer for example, with 4 mentions.

Table 2.2 Other services

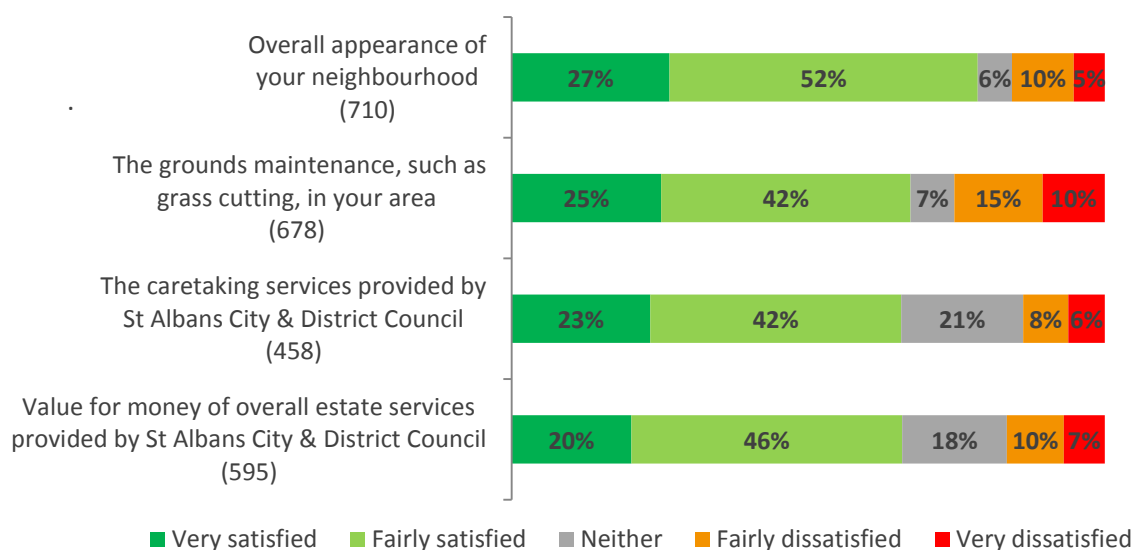
Service	No. of mentions
Recycling & Refuse information	6
Live chat for general enquiries or meeting requests	4
Parking applications	3
Check progress of repair requests	3
Council tax balance and payment statements	3
Benefits information and eligibility check	2
Neighbourhood/Area information	2
Right to buy information	2
Home adaptation plans	1
Total valid responses	25

The neighbourhood and local services

Residents were asked how satisfied they were with their neighbourhood and local services. Satisfaction is highest for the overall appearance of the neighbourhood with almost eight out of ten (79%) stating they are satisfied. This is comprised of over one-quarter (27%) who are ‘very’ satisfied and over one half (52%) who are ‘fairly’ satisfied. 16% are dissatisfied in this area. Around two-thirds (66%-67%) of residents are satisfied with the remaining options shown in Figure 2.20 below.

Figure 2.20 Satisfaction with neighbourhood and local services

Percentage of respondents – base size 595-710

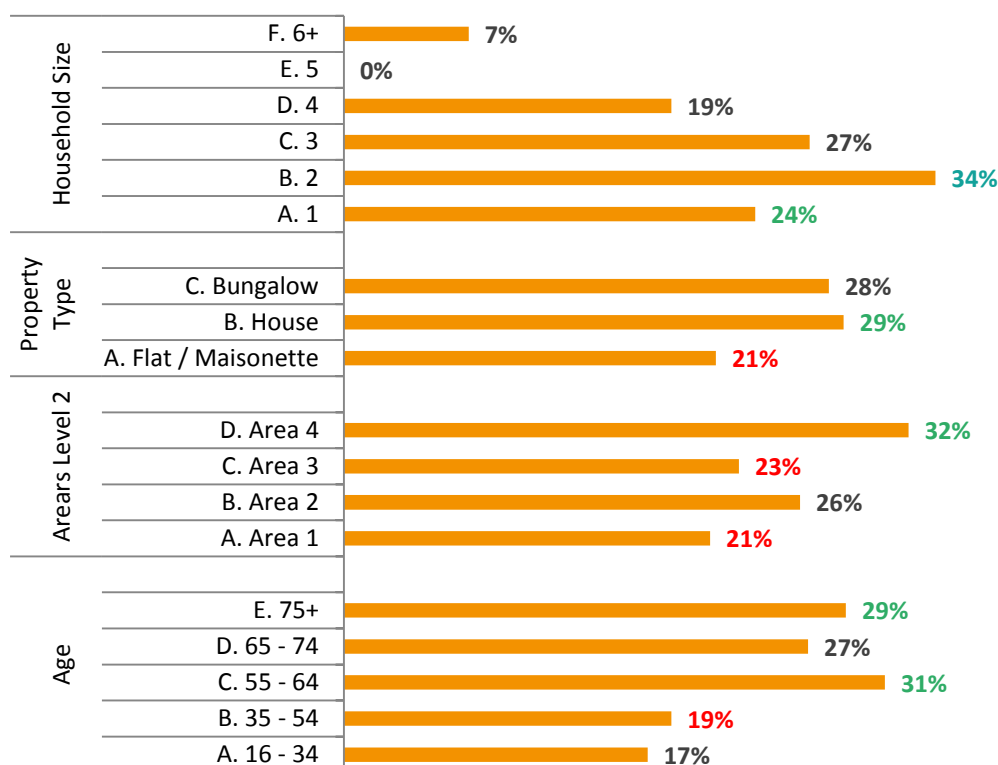






With the satisfaction with the value for money of the service charge having one of the last three satisfaction rates, we chose to look at differences in dissatisfaction levels in order to identify “who” is dissatisfied and “where”. This way we can provide information that could help a more targeted possible intervention from St Alban City & District Council in regards to this aspect.

Because “the grounds maintenance, such as grass cutting, in your area” had the biggest dissatisfaction rate (25%) and thus might be the cause for the low satisfaction with the value for money that the service charge provides (74%) we focused on this aspect.

Figure 2.21 Dissatisfaction with the grounds maintenance, such as grass cutting, in your area

Percentage of respondents – base size 678



	Residents aged 55-64 and those aged 75+ (average 30%) are significantly more dissatisfied, compared to those aged 35 – 54 (19%).
	Residents in area 4 (32%) are significantly more dissatisfied compared to residents in areas 1 and 3 3 and 1 (average 22%)
	Residents living in a house (29%) are significantly more dissatisfied compared to residents in a flat / maisonette (21%)
	Tenants in a household with 2 permanent residents (34%) are significantly more dissatisfied, than those who form a single person household (82%)

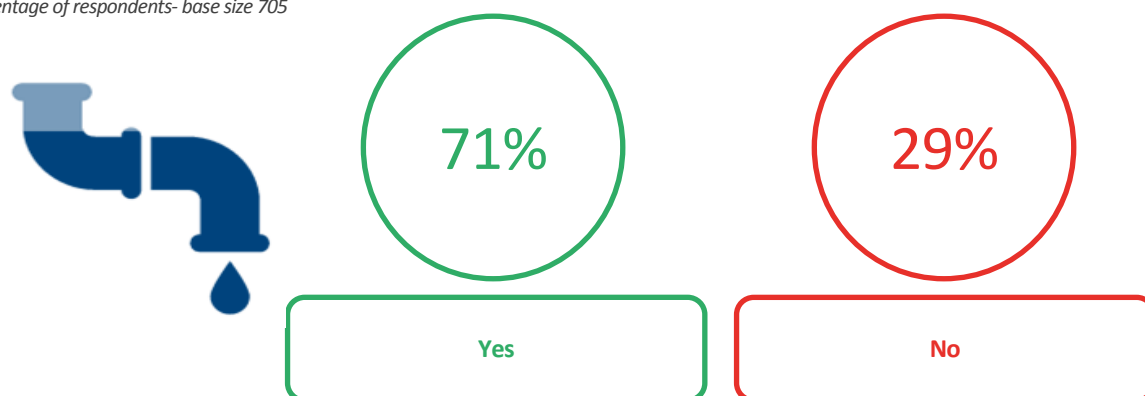
Repairs and maintenance

Residents were asked to answer a series of questions about the repairs and maintenance service provided by St Albans City & District Council.

Residents were asked if they have had any repairs to their home in the last 12 months. Seven out of ten (71%) said they have, compared to 29% who have not.

Figure 2.21 Have you had any repairs to your home in the last 12 months?

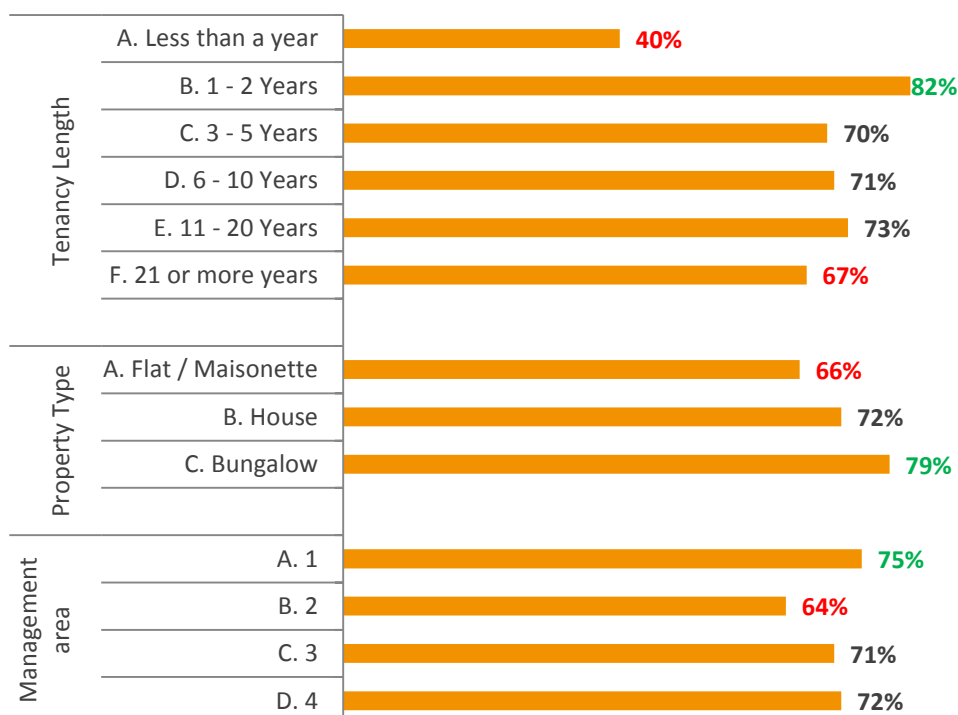
Percentage of respondents- base size 705






Analysing the residents who have had a repair done in the last 12 month by demographics, indicates showed that the proportion of residents who had a repair done varied between different subgroups.

Figure 2.22 Have you had repairs to your home in the last 12 months – by demographics

Percentage of respondents – base size 705



	Residents with a tenancy length of less than 1 year (40%) and 21 years or more (67%) are significantly more likely to have had repairs to their home in the last 12 months compared to those with a tenancy of 1-2 years (82%)
	Residents in area 1 (75%) are significantly more likely to have had repairs to their home in the last 12 months compared to residents in area 2 (64%)
	Residents living in a bungalow (79%) are significantly more likely to have had repairs to their home in the last 12 months compared to residents in a flat / maisonette (66%)

Residents who have had a repair to their home in the past 12 months were then asked to rate how satisfied they were with aspects of the repairs service.

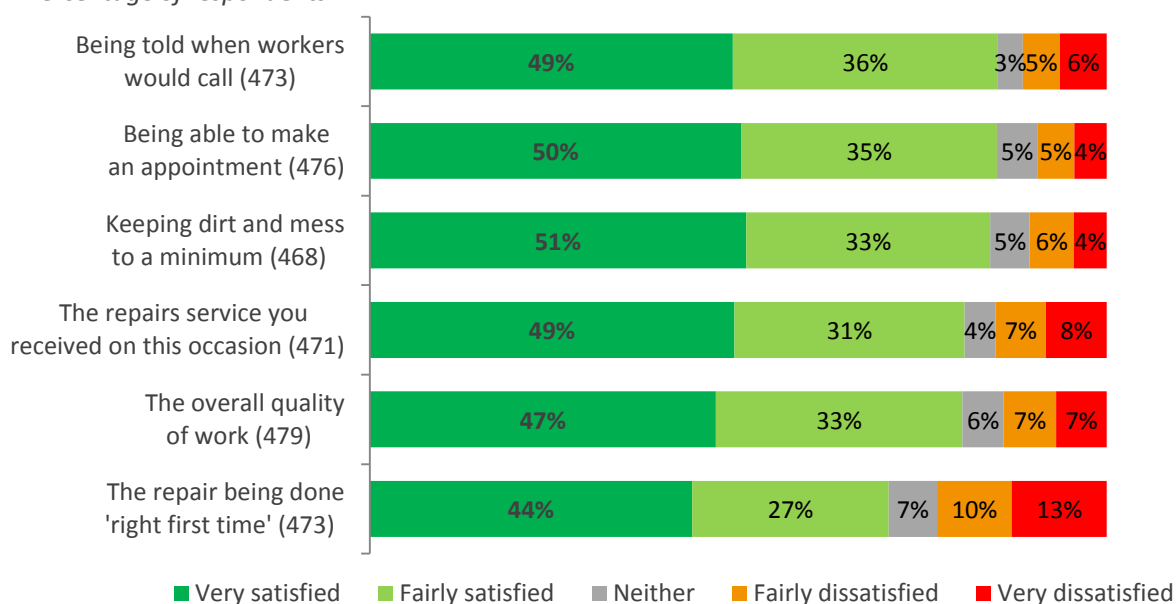
Residents were most satisfied with “being told when workers would call” (85%). Almost half (49%) of residents who have had a repair in the last 12 months were ‘very’ satisfied, with over one-third (36%) being ‘fairly’ satisfied. Over one out of ten (11%) of this group was dissatisfied within this aspect.

These results are similar to residents’ satisfaction with being able to make an appointment where 85% were satisfied (50% ‘very’; 35% ‘fairly’) and satisfaction with keeping dirt and mess to a minimum where 84% were satisfied (51% ‘very’; 33% ‘fairly’).

The lowest level of satisfaction in the aspects shown in Figure 2.23 below is with the repair being done “right first time” where 70% are satisfied (44% ‘very’; 27% ‘fairly’) compared to almost one-quarter (23%) who are dissatisfied.

Figure 2.23 Satisfaction with aspects of last repair completed

Percentage of respondents

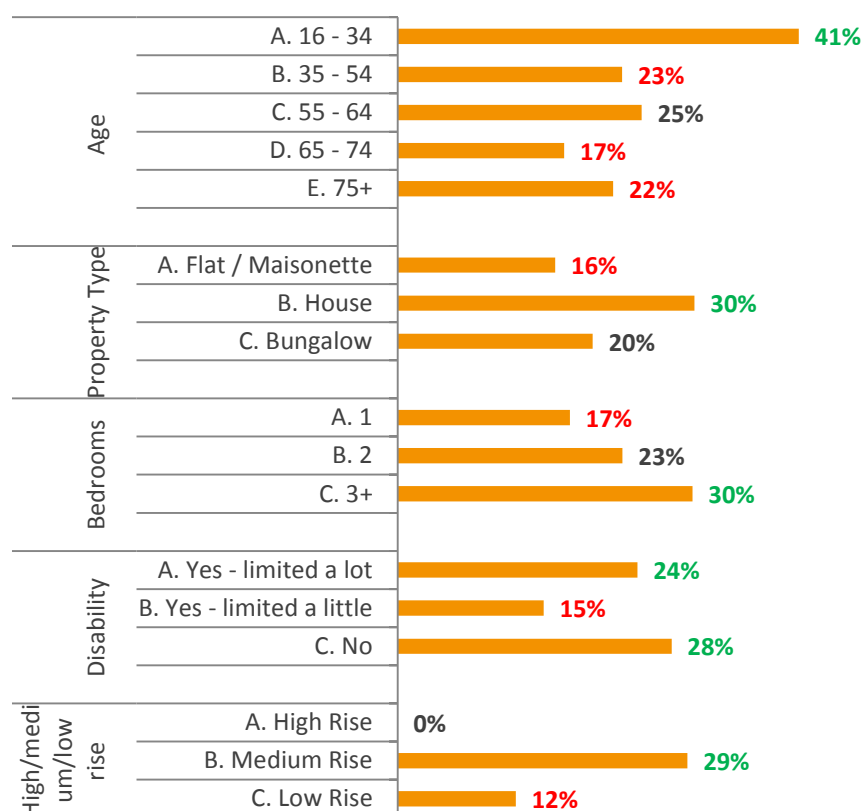


With the overall satisfaction with repairs and maintenance service having one of the three lowest satisfaction rates, we chose to look at differences in dissatisfaction levels across different aspects of the repairs service in order to better identify “who” is dissatisfied and “where”. This way we can provide information that can guide a more targeted possible intervention from St Albans City & District Council in regards to this aspect.



Because “the repair being done right first time”, had the biggest dissatisfaction rate (23%) and thus might be the cause for the low satisfaction with the overall repair and maintenance service (78%) we focused on this aspect.




Figure 2.24 Dissatisfaction with repair being done ‘right first time’ by sub-group

Percentage of respondents – base size 473



When analysing levels of dissatisfaction with the repair being done ‘right first time’ by sub-group, we can see the following:

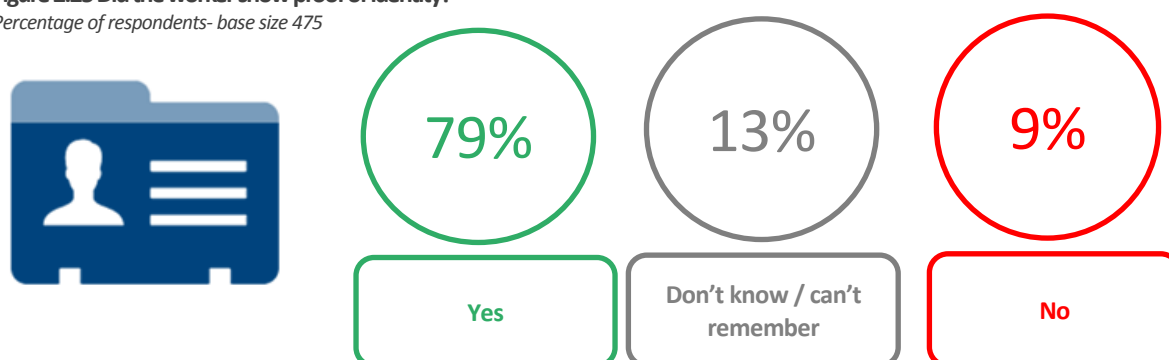
	Residents aged 16-34 have significantly higher levels of dissatisfaction (41%) compared to residents aged 35-54 (23%), 65-74 (17%) and 75+ (22%)
	Residents living in houses have significantly higher levels of dissatisfaction with the repair being done ‘right first time’ at 30% compared to 16% for residents in flats/maisonettes (16%)

	Residents who have 3 or more bedrooms have significantly higher levels of dissatisfaction with the repair being done 'right first time' at 30% compared to 17% for residents living in a 1 bedroom property
	Residents who are limited a little by a disability have significantly lower levels of dissatisfaction at 15% compared to those who are limited a lot (24%) and who are not limited at all (28%)
	Residents living in medium rise buildings have significantly higher levels of dissatisfaction at 29% compared to residents living in low rise buildings at 12%

Residents who have had a repair to their home in the past 12 months were asked if the worker showed proof of identity. Figure 2.25 below shows that almost eight out of ten (79%) said yes to this question. This contrasts to almost one tenth (9%) who said no and a further 13% who said don't know or could not remember.

Figure 2.25 Did the worker show proof of identity?

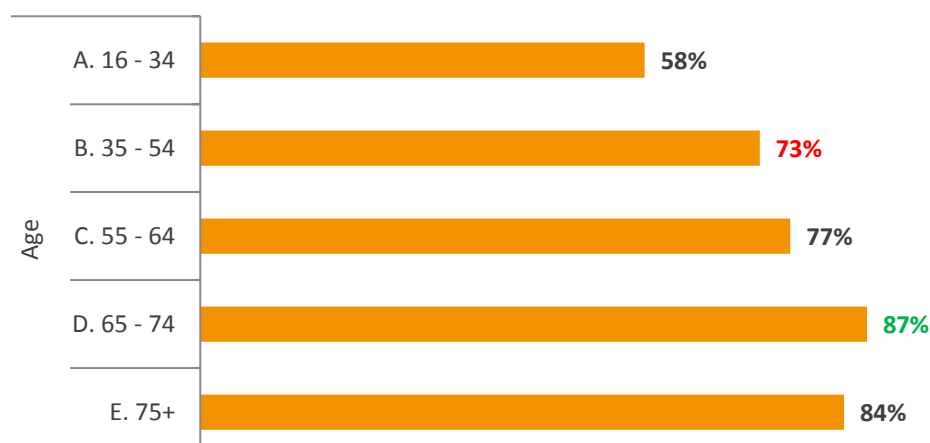
Percentage of respondents- base size 475



When looking at responses to this question by demographic sub-group, we can see that residents aged 35 – 54 (73%) are significantly less satisfied, compared to those aged 65 – 74 (87%).

Figure 2.19 Did the worker show proof of identity by demographics

Percentage of respondents – base size 475

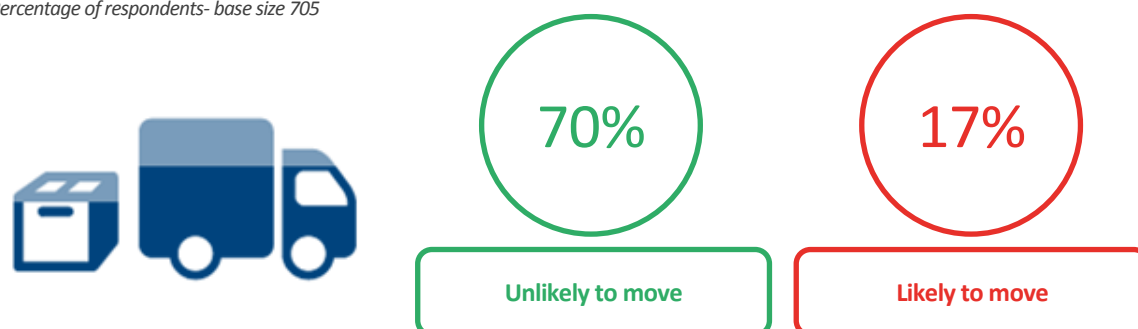


Future plans

Residents were asked how likely they were to move from their current home in the next three years. Seven out of ten (70%) respondents said they were unlikely to move in the next three years compared to almost one-fifth (17%) who said they are likely to move.

Figure 2.26 Residents who are likely to move from current home in the next three years

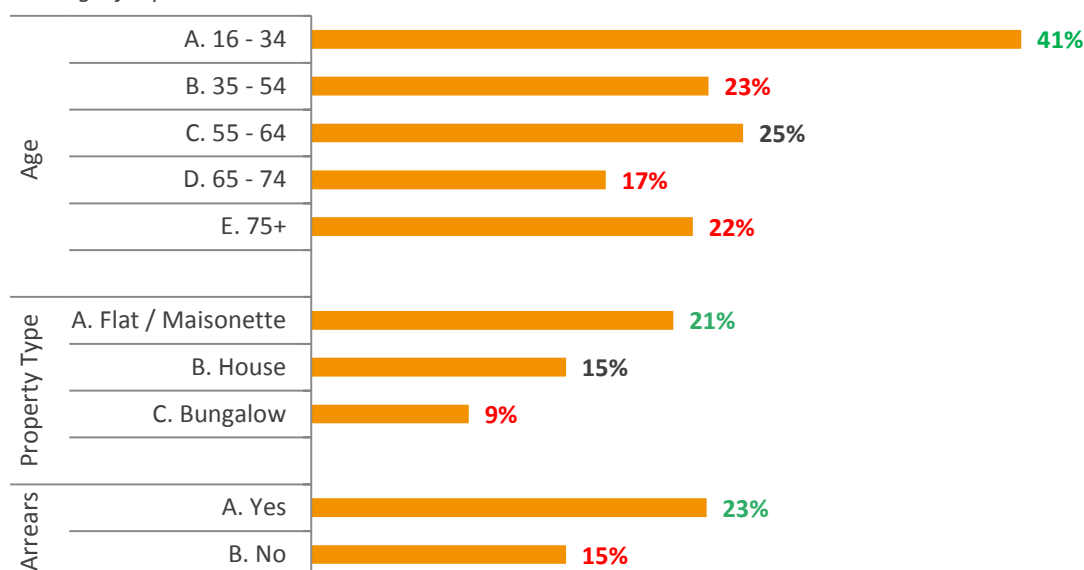
Percentage of respondents- base size 705





When looking at those who are likely to move from their current home in the next three years by demographics we can see that there are big variations between sub-groups, with 38% of residents aged 16-34 as opposed to just 9% of residents living in bungalows.

Figure 2.27 Residents who are likely to move from current home in next three years by demographic sub-group

Percentage of respondents – base size 705



A significantly higher proportion of residents aged 35-54 said that they are likely to move from their current home in the next 3 years at 22% compared to residents aged 75+ (10%).

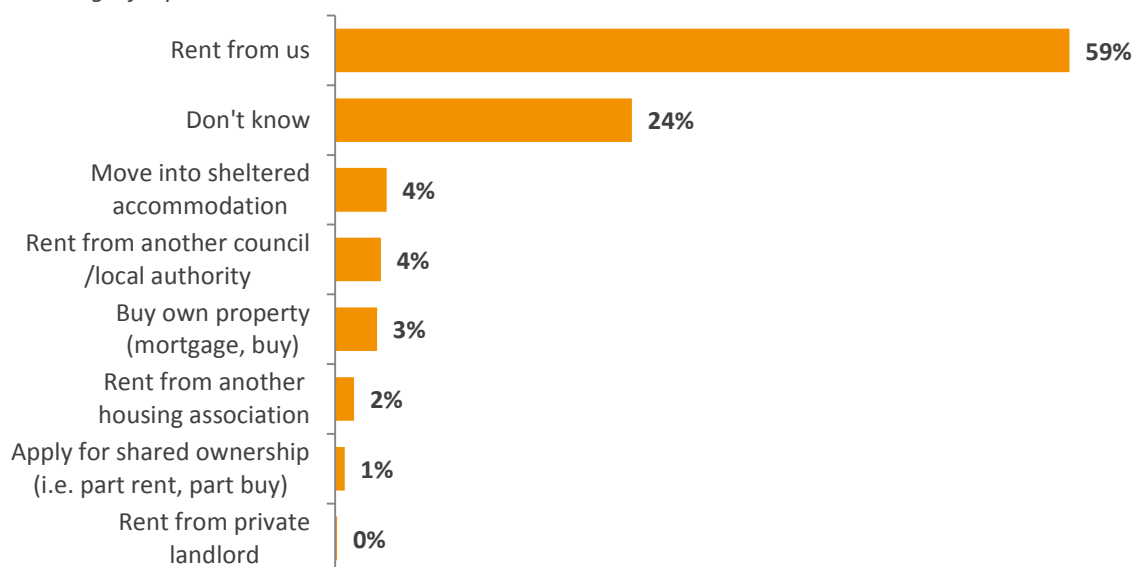
	<p>A significantly higher proportion of residents who live in a flat / maisonette reported that they are likely to move from their current home in the next 3 years (21%) compared to almost one-tenth (9%) of residents living in a bungalow</p>
	<p>People who have arrears (23%) are more likely to move from their current home in the next 3 years than those who do not have it (15%).</p>


Residents were asked what they would be most likely to do if they were to move home. Almost six out of ten (59%) of respondents said that they were likely to rent from St Albans City & District Council Housing Services. This compares to 4% who said they are likely to rent from another council / local authority.

A large proportion (24%) said they don't know whether or not they will move from their current home in the next 3 years. This should be further investigated in order to understand whether residents haven't thought about moving or they just didn't decide what they would more likely do.

Figure 2.28. What residents would do if they were to move

Percentage of respondents - base size 655



	<p>A significantly higher proportion of respondents with a household size of 2 said that they would be likely to rent from St Albans City and District Council (68%) if they were to move, compared to those with a household size of 1 (53%).</p>
---	--

Health and wellbeing

St Albans City & District Council were interested in understanding how tenants' lives are going. In order to explore how tenants can be better supported. In order to do this four questions have been addressed to all residents which are used by ONS to monitor personal well-being in the UK:

- Overall, how satisfied are you with your life nowadays?
- Overall, to what extent do you feel the things you do in your life are worthwhile?
- Overall, how happy did you feel yesterday?
- Overall, how anxious did you feel yesterday?

People were asked to give their answers on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”. These questions allow people to make an assessment of their life overall, as well as providing an indication of their day-to-day emotions.

Note*: For the anxiety question the scale is reversed as a score of 10 out of 10 indicates the highest possible anxiety, and a score of 0 out of 10 indicates the lowest possible anxiety.

ONS uses 4 questions to measure personal well-being, and does not produce one composite measure. The four questions were designed to measure distinct aspects of personal well-being (Evaluative, Eudemonic and Affective). It is therefore not appropriate to combine these questions as they are all individually important, and together they give a balanced approach to well-being.

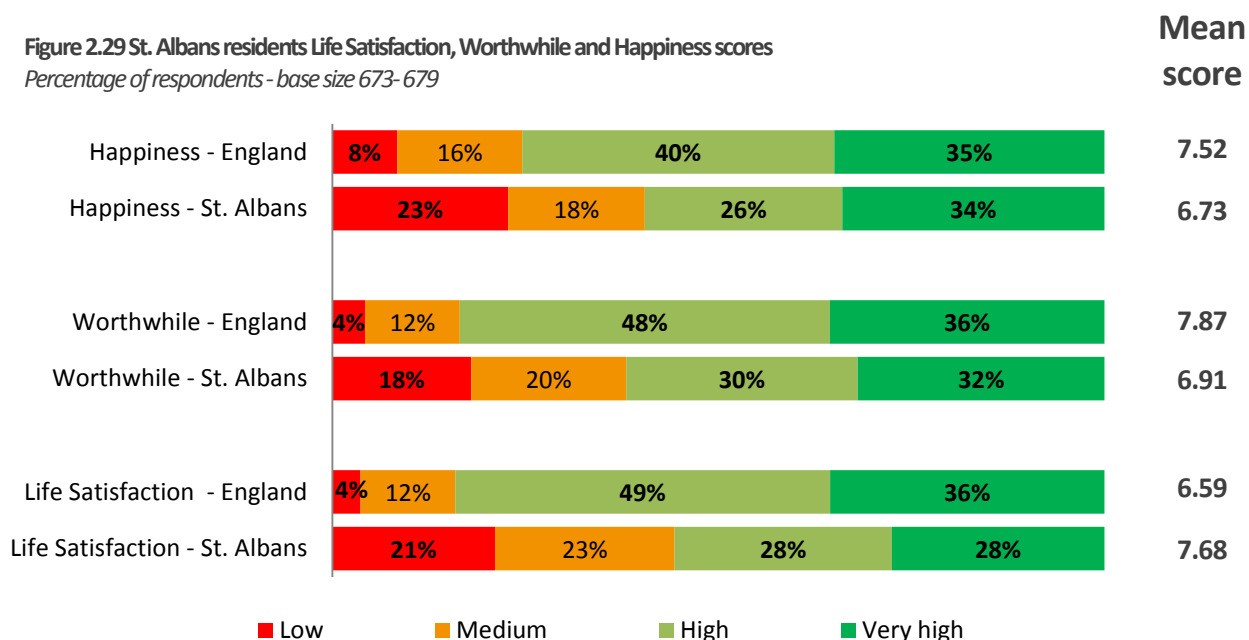
Therefore in line with the ONS reporting and for the ease of comparing the data, the results of this survey will present the mean averages and thresholds, (the proportion of people reporting defined responses on a 0 to 10 scale) for each of the four personal well-being questions. The distributions of the thresholds for the questions are presented in Table 2.3 below.

Table 2.3 Distributions of the thresholds for the ONS well-being questions

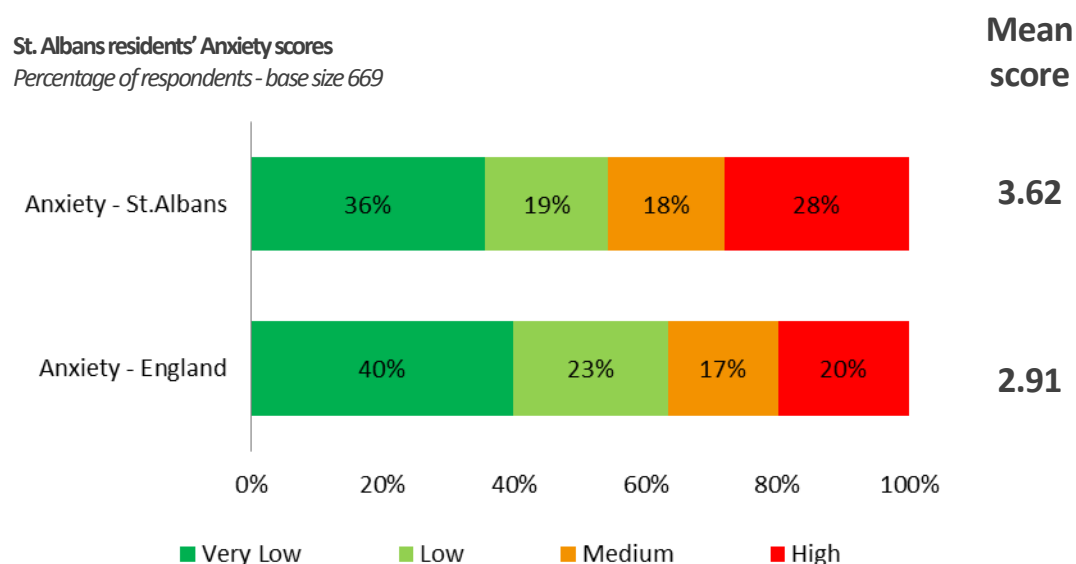
Life Satisfaction, Worthwhile and Happiness scores		Anxiety scores	
0 - 4	Low	0 - 1	Very low
5 - 6	Medium	2 - 3	Low
7 - 8	High	4 - 5	Medium
9 - 10	Very high	6 - 10	High

Source: Office for National Statistics

When comparing the St. Albans residents' score with the England scores from July 2016 - June 2017* we can see (Figure 2.29) that the mean scores of St. Albans residents are lower than those of England population when it comes to Life satisfaction, Worthwhile and Happiness.



St Albans residents' anxiety mean score is, as seen in Figure 2.30, higher than the England's population mean score*. This translates into St. Albans residents being more anxious than England's population.



*Note: Any comparative reference made to England's population scores should be treated with caution, due to the fact that the ONS data in respect to the four aspects of personal well-being refers to England's population as a whole, including owner occupiers, which may have higher feelings of wellbeing.

3. Benchmarking

Table 3.1 compares the current satisfaction rates for the core questions, against the national quartiles in 2015-16 from HouseMark. The data is based on General Needs only.

In comparison to HouseMark's latest benchmark scores, St Albans' general needs tenants' scores are around the median (above or below), with the notable exception of satisfaction with the value for money that the rent provides, which is positioned in the top 25% (top quartile) of organisations nationally.

Table 3.1: National HouseMark benchmarking (2015-16)

Core Question	National HouseMark Benchmark 2015 – 16 (%)			St. Albans City & District Council Housing Service (2017) (%)
	Top Quartile	Median	Bottom Quartile	
Overall Service provided	89.0	85.7	81.0	84
Quality of home	86.4	83.6	80.1	83
Neighbourhood	89.0	85.9	81.2	87
Rent provides value for money	85.1	81.0	77.0	87
Service charges provide value for money	76.6	71	63	74
Repairs and maintenance	83.1	79.6	73	78
Listens to views	74.4	68.7	62.5	65

= Bottom quartile
 = Below median
 = Median
 = Above median
 = Top quartile

4. Key driver analysis

The satisfaction with the overall service provided has been further analysed using a statistical technique called correlation testing.

Correlations are a statistical test used to better understand the associations between key performance indicators and identify the relative impact that they have on each other. A correlational test will result in a score (correlation coefficient) between 0 and 1. Correlation coefficients that are closer to '1' indicate that a strong linear relationship exists between the two measures. This means that if a housing provider can improve performance on one measure, then it is likely that feedback will improve on the other measure too.

In the real world, it is highly unlikely that the types of survey questions that can be used will correlate at a factor more than 0.85. Even if this were the case, it would suggest that 0.15 (or 15% in other words) would still be unexplained. Another issue with this technique is that of causality – the technique alone cannot easily tell us which question influences which question (i.e. the 'chicken and egg' conundrum). In this sense, correlation testing is just a guide to indicate where attention should be diverted and interpretation applied.

The bars in Figure 4.1 indicate the strength of the Spearman's rank correlation coefficients, with the strongest ranking at the top. Anything over 0.5 suggests that a strong relationship exists between the two questions, and any number between 0.3 and 0.5 suggests a medium relationship.
















The percentage figure next to each bar is the current satisfaction level for that question with those highlighted in green indicating that St Albans are performing relatively well on that indicator (80% and above), and those in red where satisfaction level is low (70% and below).

Out of the four areas which appear to have the strongest influence on the overall service provided by St Albans, three currently have relatively high satisfaction rates. These are the repairs and maintenance service (78%), the overall quality of the home (83%) and the way St Albans deals with residents' enquiries (78%). Listening to views and acting upon them (65%) and providing residents the opportunity to make their views known (65%), together with dealing with complaints (62%) have a relatively low satisfaction and these have a relatively strong influence on overall satisfaction.

Therefore in order to increase satisfaction with the overall service provided, priority should be given in improving the way St Albans deals with residents' complaints and how well they listen and act upon residents' views.

Also, maintaining a high level of satisfaction in the areas that already have a high or relatively high satisfaction rates is important in having residents satisfied with the overall service provided.

Figure 4.1 Results for satisfaction with overall service (key relationships)

Question	Correlation	Satisfaction
Repairs and Maintenance	 0.635	78.07%
The overall quality of your home	 0.615	82.68%
Your enquiries generally	 0.597	77.52%
Listening to views and acting upon them	 0.594	65.40%
Service Charges providing value for money	 0.568	74.07%
Dealing with Complaints	 0.530	62.08%
Providing residents the opportunity to make views known	 0.511	64.80%
Rent providing value for money	 0.494	86.58%
Dealing with moving or swapping home (transfers and exchanges)	 0.475	50.58%
Value for money of overall estate services	 0.453	65.88%
The caretaking services	 0.422	65.72%
Dealing with ASB	 0.420	64.25%
Overall appearance of neighbourhoods	 0.374	78.59%
Neighbourhood as a place to live	 0.370	86.70%
Grounds maintenance, such as grass cutting, in your area	 0.302	67.26%

Areas of improvement

The way St. Albans City & District Council Housing Service listens to their resident's views and acts upon them has one of the highest dissatisfaction rates (15%)

Satisfaction falls within the below median quartile and whilst results show that 19% report that they are neither satisfied nor dissatisfied, 15% report dissatisfaction. This **is one of the highest levels of dissatisfaction across the seven core questions.**

The satisfaction with the way St. Albans City & District Council Housing Service listens to their resident's views and acts upon them might be closely linked to residents having the opportunity to make their views known. In this matter there is room for improvement from St. Albans City & District Council Housing Service, giving the fact that only 65% of residents are satisfied with the opportunities they have to share their views.

Repairs and maintenance holds a similar dissatisfaction rate (15%)

Dissatisfaction regarding the overall repair and maintenance service (15%) seems to be due to the fact that the repair wasn't done right the first time, with 23% of residents dissatisfied with this aspect.

The importance of a quick response is also underlined by the fact that when asked what would stop them from accessing any of the online services, 15% of respondents (16 people out of 106) said that the service would be useless if the issue is an emergency.

Service charge provides value for money has the third highest dissatisfaction rate (13%)

Despite being in the above median quartile, satisfaction with the value for money that the service charge provides has the third highest dissatisfaction rate (13%).

Residents' dissatisfaction regarding the value for money of their service charge is also reflected in the fact that 17% of tenants are dissatisfied with the value for money of overall estate services and 25% consider the grounds maintenance, such as grass cutting in their area, as unsatisfactory.

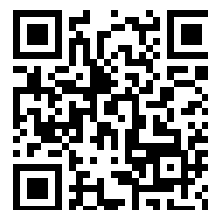
Appendix A: Survey

Appendix B: Respondent profile (unweighted)

Appendix A: Survey



Tenants Satisfaction



HOW TO COMPLETE THIS QUESTIONNAIRE

Please read these instructions carefully before completing the questionnaire.

- It should be completed by the tenant at this address, their partner/spouse or carer.
- Please read the instructions for answering each question carefully.
- Please check that you have answered all the questions that apply to you.
- Completing this survey is entirely voluntary and you are free to skip any questions that you do not feel comfortable answering.
- M·E·L Research will combine responses together which means that your individual answers will remain anonymous to St Albans City & District Council.
- Please return the completed questionnaire in the **FREEPOST** envelope provided to M·E·L Research, or alternatively, complete it online at www.melresearch.co.uk/page/stalbans or by using the QR code. When prompted, type in the ID number found at the top right hand corner of the letter.

HOUSING AND SERVICES

1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Albans District Council Housing Service? (Tick one box only ✓)

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

2. How satisfied or dissatisfied are you with each of the following?

(Tick one box only for each row ✓)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. The overall quality of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	-
b. Your neighbourhood as a place to live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	-
c. That your rent provides value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	-
d. That your service charges provide value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3. How satisfied or dissatisfied are you with the way St Albans District Council Housing Service deals with the following? (Tick one box only for each row ✓)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
a. Anti-social behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. Complaints	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. Your enquiries generally	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Moving or swapping home (transfers and exchanges)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

4. How confident are you in knowing what to do if a fire was to break out in your property? Please rate on a scale of 1-5 where 1 is 'Not at all confident', and 5 is 'Extremely confident'. (Tick one box only ✓)

**Not at all
confident**

**Extremely
Confident**

1 ☐

2 ☐

3 ☐

4 ☐

5 ☐

CONTACT AND COMMUNICATION

5. How satisfied or dissatisfied are you with each of the following? (Tick one box only for each row ✓)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. That St Albans District Council Housing Service listens to your views and acts upon them	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. That St Albans District Council Housing Service gives you the opportunity to make your views known	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

6. Have you contacted St Albans District Council Housing Service in the last 12 months? (Tick one box only ✓)

Yes ☐ 1 **Go to Q7**

No ☐ 2 **Go to Q9**

7. What was your most recent contact about? (Tick all that apply ✓)

Rent payment or
arrears

☐ 1

Improving / adapting
your home

☐ 5

- | | | | |
|----------------------------------|----------------------------|----------------------|----------------------------|
| Repairs | <input type="checkbox"/> 2 | Communal area | <input type="checkbox"/> 6 |
| Transfer or exchange of property | <input type="checkbox"/> 3 | Other-please specify | <input type="checkbox"/> 7 |
| Anti-social behaviour | <input type="checkbox"/> 4 | | |

8. How did you get in touch with St Albans District Council Housing Service during your most recent contact? (Tick one box only ✓)

- | | | | |
|--------------------|----------------------------|---|----------------------------|
| Telephone | <input type="checkbox"/> 1 | On-line transaction via the website (e.g. rent payment) | <input type="checkbox"/> 5 |
| Visited the office | <input type="checkbox"/> 2 | Other-please specify | <input type="checkbox"/> 6 |
| Letter | <input type="checkbox"/> 3 | | |
| E-mail | <input type="checkbox"/> 4 | | |

9. Which of the following methods of being kept informed and getting in touch with St Albans District Council Housing Service are you happy to use? (Tick all that apply ✓)

- | | | | |
|---------------------|----------------------------|-----------------------------|----------------------------|
| Email | <input type="checkbox"/> 1 | Visit to your home by staff | <input type="checkbox"/> 6 |
| Telephone | <input type="checkbox"/> 2 | Open meetings | <input type="checkbox"/> 7 |
| Text | <input type="checkbox"/> 3 | Newsletter | <input type="checkbox"/> 8 |
| In writing | <input type="checkbox"/> 4 | Other-please specify | <input type="checkbox"/> 9 |
| Visit to the office | <input type="checkbox"/> 5 | | |

10. Please write any other methods of being kept informed and getting in touch with St Albans City & District Council that you would prefer. (Please write below)

ACCESSING SERVICES

11. Do you use the internet? (Tick one box only ✓)

Yes

☐ 1 **GO TO Q13**

No

☐ 2 **GO TO Q12**

12. Why do you not use the internet? (Tick all that apply ✓)

Not interested in
using the internet

☐ 1

Health problems

☐ 6

Too expensive

☐ 2

Lack of confidence / skills

☐ 7

No free internet
access near me

☐ 3

Other- please state

☐ 8

Privacy and security
concerns

☐ 4

Go to Q17

13. How do you access the internet? (Tick all that apply ✓)

Mobile phone

☐ 1

Television

☐ 4

Computer /
laptop

☐ 2

Other-please
specify

☐ 5

Tablet

☐ 3

14. St Albans City & District Council are considering making more services accessible online. If this was to happen, which of the following online services would you be likely to use? PLEASE NOTE: Online services would be offered as an alternative rather than a replacement of traditional methods. (Tick all that apply ✓)

Making a payment (e.g.
rent, council tax, service
charges)

☐ 1

Check your rent balance

☐ 7

Apply for Mutual Exchange
(home swap)

☐ 2

Apply for a garage

☐ 8

Apply for housing

☐ 3

Report an empty property

☐ 9

Bid for property

☐ 4

Report anti-social behaviour

☐ 10

Report repairs

☐ 5

Give us your feedback or make a
complaint

☐ 11

Updating your information
(telephone number, email
address etc.)

☐ 6

None

☐ 12

15. What would stop you from accessing any of the online services described in Q14? (Please write below)

16. What other services, if any, would you like to access online in the future? (Please write below)

THE NEIGHBOURHOOD AND LOCAL SERVICES

17. How satisfied or dissatisfied are you with the following? (Tick one box only for each row ✓)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applica ble
a. The overall appearance of your neighbourhood	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	-
b. The grounds maintenance, such as grass cutting, in your area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. The caretaking services provided by St Albans City & District Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
d. Value for money of overall estate services provided by St Albans City & District Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

REPAIRS AND MAINTENANCE

18. Generally, how satisfied or dissatisfied are you with the way St Albans City & District Council deals with repairs and maintenance? (Tick one box only ✓)

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

19. Have you had any repairs to your home in the last 12 months? (Tick one box only ✓)

Yes	<input type="checkbox"/> 1 Go to Q20	No	<input type="checkbox"/> 2 Go to Q22
-----	--------------------------------------	----	--------------------------------------

20. Thinking about the last repair completed, how satisfied or dissatisfied were you with the following?

(Tick one box only for each row ✓)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
a. Being able to make an appointment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

b. Being told when workers would call	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. The repair being done 'right first time'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. Keeping dirt and mess to a minimum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. The overall quality of work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. The repairs service you received on this occasion	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

21. Did the worker show proof of identity? (Tick one box only for each row ✓)

Yes ☐ 1 No ☐ 2 Don't know/Can't remember ☐ 3

FUTURE PLANS

22. How likely are you to move from your current home in the next three years?

(Please tick one only ✓)

Very likely ☐ 1 Fairly likely ☐ 2 Neither ☐ 3 Fairly unlikely ☐ 4 Very unlikely ☐ 5

23. If you were to move, are you most likely to...? (Please tick one only ✓)

Rent from us	<input type="checkbox"/> 1	Apply for shared ownership (i.e. part rent, part buy)	<input type="checkbox"/>
Rent from another housing association	<input type="checkbox"/> 2	Move into sheltered accommodation	<input type="checkbox"/>
Rent from another council/local authority	<input type="checkbox"/> 3	Other- please specify below	<input type="checkbox"/>
Rent from private landlord	<input type="checkbox"/> 4		
Buy own property (mortgage, buy)	<input type="checkbox"/> 5	Don't know	<input type="checkbox"/>

HEALTH AND WELLBEING

St Albans City & District Council are interested in understanding how tenants' lives are going. By combining tenants' scores together for each of the questions in this section, we can better understand how tenants are feeling overall, and how this compares to other areas. This will help St Albans District Council Housing Service explore how tenants can be better supported. There are no right or wrong answers and St Albans City & District Council will not know any individual tenants' scores.

Please tick the number which best describes your feelings with 0 being 'not at all', and 10 being 'completely'.

24. Overall, how satisfied are you with your life nowadays? (Tick one box only ✓)

Not at all Completely

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

25. Overall, to what extent do you feel the things you do in your life are worthwhile?

(Tick one box only ✓)

Not at all

Completely

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

26. Overall, how happy did you feel yesterday? (Tick one box only ✓)

Not at all

Completely

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

27. Overall, how anxious did you feel yesterday? (Tick one box only ✓)

Not at all

Completely

0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

YOU AND YOUR HOUSEHOLD

The next section will ask you about your personal circumstances. These questions will allow us to see if there are differences in views and experiences between different groups of people.

28. How old are you? (Please write below)

29. What is your gender? (Please tick one only ✓)

Male

☐

1

Female

Prefer not to say

☐

3

Please select either male or female for your gender. Transgender or transsexual: Select the answer which you identify yourself as. You can select either 'male' or 'female', whichever you believe is correct, irrespective of the details recorded on your birth certificate. You do not need to have a Gender Recognition Certificate.

30. Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? (Tick one box only ✓)

Yes – limited a lot

Yes – limited a little

No

31. How many bedrooms does your home have? (Tick one box only ✓)

1

2

3

4

5

6
+

32. How many people live permanently at your home? (Tick one box only ✓)

1

2

3

4

5

6
+

33. Does your household currently receive housing benefit (either paid directly to you or to your landlord)? (Tick <u>one</u> box only ✓)	
Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2
34. Which group represents the total net annual income for you and your partner after deductions for income tax and national insurance? (Tick <u>one</u> box only ✓) If you are unsure, please estimate and tick the box you feel mostly closely matches your net income.	
Less than £10,399	£20,800 - £31,199
£10,400 - £15,599	£31,200 - £51,999
£15,600 - £20,799	£52,000 or more
35. What is your ethnic group? (Please tick <u>one</u> only ✓)	
White English / Welsh / Scottish / Northern Irish / British <input type="checkbox"/> 1 Irish <input type="checkbox"/> 2 Gypsy or Irish Traveller <input type="checkbox"/> 3 Any other White background <input type="checkbox"/> 4	Mixed / multiple ethnic groups White and Black Caribbean <input type="checkbox"/> 8 White and Black African <input type="checkbox"/> 9 White and Asian <input type="checkbox"/> 10 Any other mixed / multiple ethnic background <input type="checkbox"/> 11
Black / African / Caribbean / Black British African <input type="checkbox"/> 5 Caribbean <input type="checkbox"/> 6 Any other Black / African / Caribbean background <input type="checkbox"/> 7	Asian / Asian British Indian <input type="checkbox"/> 12 Pakistani <input type="checkbox"/> 13 Bangladeshi <input type="checkbox"/> 14 Chinese <input type="checkbox"/> 15 Any other Asian background <input type="checkbox"/> 16
Other ethnic group Arab <input type="checkbox"/> 17 Any other ethnic group <input type="checkbox"/> 18	Prefer not to say <input type="checkbox"/> 19

ADDITIONAL QUESTIONS

36. If you have any other comments that you would like to make about the service that St Albans City & District Council provides please write your response below.

37. St Albans City & District Council would like to make sure that they hold up-to-date email addresses for their tenants. Your email addresses would be used to contact you in the future and held in line with the Data Protection Act 1988. It will not be shared with any third parties. M-E-L Research will send your email address back to St Albans City & District Council linked with your name and tenant reference number so that the Council can make sure that the correct tenant record is updated. It will not be linked with any of your survey responses. If you are happy for M-E-L Research to share your email address with St Albans City & District Council, please provide it in the box below.

Email
address

38. As a thank you for taking the time to complete the survey, we would like to enter you into a free prize draw with the chance of winning one of eight Love2Shop vouchers (£100 x1, £50 x2, £10 x5).

If you do not wish to be entered, please tick the box..... ☐

THANK YOU

Thank you for taking the time to complete this questionnaire.
Please return your completed questionnaire to M-E-L Research in the freepost envelope provided.

Appendix B: Respondent profile (Unweighted)

Age	Unweighted	Percentage
16 - 34	47	7%
35 - 54	169	25%
55 - 64	119	18%
65 - 74	167	25%
75+	174	26%

Management zone	Unweighted	Percentage
Area 1	198	27%
Area 2	167	23%
Area 3	177	24%
Area 4	181	25%

Number of bedrooms	Frequency	Percentage
1	266	38%
2	207	30%
3+	226	32%

Property Type	Frequency	Percentage
Flat / Maisonette	302	42%
House	328	45%
Bungalow	93	13%

Building's Rise	Frequency	Percentage
High Rise	11	4%
Medium Rise	73	25%
Low Rise	211	72%

Disability	Frequency	Percentage
Yes - limited a lot	198	28%
Yes - limited a little	227	32%
No	274	39%

Income	Unweighted	Percentage
Less than £10,399	294	50%
£10,400 - £15,599	141	24%
£15,600 - £20,799	73	13%
£20,800+	75	13%

Tenancy Length	Unweighted	Percentage
Less than a year	10	1%
1 - 2 Years	74	10%
3 - 5 Years	88	12%
6 - 10 Years	126	17%
11 - 20 Years	161	22%
21 or more years	264	37%

Household size	Unweighted	Percentage
1	325	47%
2	202	29%
3	96	14%
4	35	5%
5	24	3%
6+	17	2%

Housing benefits	Frequency	Percentage
Yes	380	55%
No	307	45%

Arrears	Frequency	Percentage
Yes	197	27%
No	525	73%

Ethnicity	Frequency	Percentage
White	621	89%
BME	73	11%

Repairs in the last 12 months	Frequency	Percentage
Yes	498	71%
No	207	29 %

Gender	Frequency	Percentage
Male	276	39%
Female	423	61%